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ABSTRACT

In order to gain a better understanding of the user's needs for information, the National Commission on Libraries and Information Science developed a series of regional hearings. The regional hearings are to: (1) provide an opportunity for people from all sectors of society to place their viewpoints on libraries and information science and service before the Commission, (2) foster an understanding of the role and progress of the work of the Commission, and (3) submit recommendations and plans to early criticism and review by those who will be affected. This document is a transcript of the oral testimony presented at the San Francisco Regional Hearing. The written testimony of the witnesses is LI004373 and other testimony is LI004374. (The Chicago Regional Hearing is available as ED068143 through 068145 and the Atlanta Regional Hearing is available as LI004375 through 004377.) (NH)

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NATIONAL COMMISSION ON LIBRARIES AND INFORMATION SCIENCE

PUBLIC HEARING;

San Francisco Regional Hearing:

Oral Testimony

Ceremonial Courtroom,

Federal Building,

450 Golden Gate Avenue,

San Francisco, California

Wednesday, November 29, 1972

LI 004 372

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NATIONAL COMMISSION ON LIBRARIES
AND INFORMATION SCIENCE

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PUBLIC HEARING

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Ceremonial Courtroom,
Federal Building,
450 Golden Gate Avenue,
San Francisco, California
Wednesday, November 29, 1972

- - -

The meeting was convened at 8:00 o'clock, a.m., Dr. Frederick H. Burkhardt, Chairman, presiding.

PRESENT:

COMMISSION MEMBERS:

FREDERICK H. BURKHARDT
(Chairman)

ANDREW A. AINES

JOSEPH BECKER

CARLOS A. CUADRA

LESLIE W. DUNLAP

MARTIN GOLAND

LOUIS A. LERNER

JOHN LORENZ
(for L. QUINCY MUMFORD)

BESSIE BOEHM MOORE

COMMISSION MEMBERS (continued)

CATHERINE D. SCOTT

JOHN E. VELDE, JR.

ALFRED R. ZIPF

STAFF:

CHARLES H. STEVENS,
Executive Director

RODERICK G. SWARTZ,
Deputy Director

MARY ALICE HEDGE RESZETAR,
Associate Deputy Director

WITNESSES:

DAVID HOFFMAN,
Librarian,
Montana State Library,
Helena, Montana

GERALD BRONG,
Chairman,
L. S. C. A. Advisory Commission,
State of Washington

ELI M. OBOLER,
University Librarian,
Idaho State University,
Pocatello, Idaho

JOHN ANDERSON,
City Librarian,
San Francisco Public Library,
San Francisco, California

JOHN MASON,
Prison Librarian,
Montana State Prison,
Helena, Montana

MARY LOUISE STONG,
1050 North Point Street,
Apartment 403,
San Francisco, California

WITNESSES: (Continued)

MANUEL HERRERA,
(Service to Migrant Workers)
Idaho State Library,
Boise, Idaho

DELILAH WHEELER,
(Service to Indian communities)
Idaho State Library

LOUISE DUICH,
Alternate to JOHN CARLSON,
Borough Mayor,
Fairbanks

PHILIP SWAIN,
Alternate to STANLEY M. LITTLE,
Vice President, Ind. Relations,
Boeing Company,
Seattle, Washington

PHILLIP J. DONNELLY,
President,
P. J. Donnelly Co.,
San Francisco, California

JOHN VEBLEN,
Washington State Library Comm.
Alternate to Governor DANIEL EVANS,
Olympia, Washington

ERIC BOEHM,
A. B. C.

NORMAN TANNIS,
Cal. State U.

RICHARD DOHERTY,
University of California,
Berkeley, California

GRACE MAC DUFF,
Keep Libraries Alive

JOHN KOUNTZ,
California State

RICHARD JOHNSON,

WITNESSES: (Continued)

Claremont

ETHEL CROCKETT,
California State

VIRGINIA ROSS,
San Mateo, California

BEATRICE SCHIFFMAN,
Aging

GEORGIA MULLIGAN,
Information Unlimited

SISTER MARY ALMA,
School Libraries

ANN FAGAN GINGER,
Civil Liberties Library

JACQUELINE WAKEFIELD,
Ventura - Children

KEITH REVELLE,
Director,
Latin American Library,
Oakland, California

DONNA JOACHIM,
Citizen User,
Multnomah County Library,
Multnomah, Oregon

MARGARET WARDEN,
President-Elect,
Montana Library Association,
Chairman of the Board of Trustees,
Great Falls Public Library,
Montan

JUDITH QUAN,
Branch Librarian,
Chinatown Branch,
San Francisco, California

DAVID WEBER,
Director,

WITNESSES: (Continued)

Stanford University Libraries,
Stanford, California

MARY JANE KINNEY,
Volunteer and Trustee,
Member of State Advisory Board,
Twin Falls, Idaho

FRANK RODGERS,
Director of the Library,
Portland State University,
Portland, Oregon

URSULA MEYER,
Coordinator,
Mountain-Valley Library System,
Sacramento, California

RICHARD SMITH,
Assistant Professor,
University of Washington,
Seattle, Washington

GERALD J. OPPENHEIMER,
Director, P. N. R.,
University of Washington,
Seattle, Washington

JAMES WERNER,
Librarian,
San Diego County Law Library,
San Diego, California

PROCEEDINGS

THE CHAIRMAN: Well, ladies and gentlemen, it is 8:00 o'clock and we have a lot of people who have come as witnesses, so I think we should start.

I want, first of all, to welcome you and thank you all for coming to this hearing. And I want also to say that these somewhat imposing surroundings should not be allowed to oppress you when you give testimony. It is an informal hearing and we want a perfectly frank and informal interchange of views, and you mustn't let the judicial atmosphere suffocate you too much.

Mr. Hoffman? Is Mr. David Hoffman here? Mr. Hoffman, will you please come to this mike and make sure that it is working.

Whereupon

DAVID HOFFMAN

was called as a witness and was examined and testified as follows:

THE CHAIRMAN: Now Mr. Hoffman is the Librarian of the Montana State Library, is that right?

MR. HOFFMAN: Yes.

THE CHAIRMAN: And I think that you can assume that we have read -- all of the Commission members have read -- all of the testimony you have sent to us. But if you want to add something to what you have said there or amend it in any way, please start off that way.

Otherwise, the Commission members will start right off asking questions about what you had to say. So I leave it up to you.

MR. HOFFMAN: If I may just very briefly say this, I have only been --

THE CHAIRMAN: Is your mike working? Is it on?

MR. HOFFMAN: Yes, it is working.

THE CHAIRMAN: Why don't you press this, push it up there?

MR. HOFFMAN: I have been the State Librarian for Montana for two years and previously served two years in other capacities to the State Library staff, and have also been on the State Agency staff in Wisconsin and have worked with public libraries in Ohio and spent five years at the Headquarters of the American Library Association working in library technology and in international relations.

So the concerns which I expressed in my statement which I made to this Commission last month have long been my concerns and they are even more underlined in my present position as Vice President and President-Elect of the Association of State Library Agencies, which is one of the Divisions of the American Library Association.

I did characterize the problems which I see facing libraries, briefly, in terms of finance -- the fact that local property taxes, which are the principal revenue source for public and school libraries, are not only stretched to what many people regard as the limit, but are being challenged as proper sources of revenue for educational agencies. And our state governments have increasing problems of providing adequate revenue sources for all types of public services.

We have barriers which are legal, geographic and proprietary, which separate persons from library materials. And very importantly, we face today uncertainty of the future of the federal government's role in what we in the profession have relied on as a stable state-federal partnership, in library services.

Finally, in terms of communication, we face, with changes in the postal system, potentially drastic increases in cost of the lending of library material, as well as the basic cost of acquisition of material, unless the Congress can guarantee uniform and reasonable library and educational materials rates.

With the present uncertainties regarding the copyright law, we face unparalleled problems in the exchange of information unless copyright legislation can guarantee libraries the continued use of the so-called "fair use principle" and communication costs. With an eight cent stamp one can request information by mail from any point in the United States. We face the very strange paradox that technology has given us the capability of transmitting facsimile copies of printed material with relative ease, but with considerable long line expense.

In my present position in Montana, I remind you that we are charged with providing library service in a state of over 150,000 square miles, with a population that is less than that of the City of San Francisco, and that communication is very important to us in these terms.

THE CHAIRMAN: You seem to have made quite a bit of headway in the sharing of resources and the establishing of some kind of a relationship between the city and community libraries.

Could you tell us, how does your system work actually?

MR. HOFFMAN: Our systems are cooperative, voluntary systems -- a plan that was developed some fifteen or sixteen years ago, relying upon the willingness of city and county libraries and county governments to contract for sharing of services.

We have been able to achieve this because of funding available under Title One of the Library Services and Construction Act, which has given the State Library the possibility of making substantial grants for demonstration purposes. We have not had a kind of "shotgun" approach, in which every library in the state gets a certain amount of money, but we have used the money in demonstrations for a period of years, or two years or three years, to enable a limited area to receive substantial support to build up a system.

THE CHAIRMAN: Would you be able to keep it going if the Title One money were to stop?

MR. HOFFMAN: It would be extremely difficult. I think it might be impossible.

I see some advantages in revenue sharing for local governments, but local government units have so many problems and so many different priorities that I think that the chances of getting a group of counties together to assign a high priority to libraries with revenue sharing money would be very dim.

THE CHAIRMAN: Do any of the other Commission members have questions?

Lou.

MR. LERNER: You mentioned that there were programs designed for further cooperation between school and public libraries.

Could you tell us about these programs?

MR. HOFFMAN: We have two communities in the state that are very much interested in designing a new kind of library service, not combining school and public libraries in the traditional form, because we see no way that this would really result in better service.

We are looking at the possibility of a new kind of library facility, a physical facility which can meet school needs and general public needs. But at the same time, we would be forced to retrain people, so to speak. The typical school librarian is not a person with knowledge and appreciation of public library services and responsibilities, nor does the typical public librarian find himself in a position to fulfill the needs that are called upon by the school.

THE CHAIRMAN: There are some proposals in some parts of the country to take the children's libraries and put them into the school libraries. How would you feel about a proposal of that sort?

MR. HOFFMAN: So long as the schools are aimed at children six years old and up and are not prepared to cope with the children under six, and so long as they are not prepared to cope with mothers and children together, I don't think the conventional school library can meet all of the needs of children.

I see the library as a place for the family to work and study together, and the average school library is not designed for this purpose.

THE CHAIRMAN: Bessie. Mrs. Moore.

MRS. MOORE: I remember with much pleasure the hearing the old Commission had in Montana.

Have you developed a program of state aid to libraries in Montana?

MR. HOFFMAN: We have a proposal before the legislature at this point which, because our administration and our newly elected legislature seems intent on holding the line on taxes, is probably not going to yield us much if anything in the way of state aid.

We are asking the legislature to fund a special study commission to carefully look into the matter of varying the government finance of libraries, because we feel that the property tax base is rapidly going to be totally inadequate.

We have, for example, in our second largest city -- which is taxing itself to the limit for library services, able to provide --

MRS. MOORE: And what is that limit?

MR. HOFFMAN: The limit is four and a half mills -- we are bringing in $3.40 per capita at a time when library services at the standards we have set for the state cost something like $7.00 per capita.

MRS. MOORE: Well, you are fortunate that you are not saddled with a Constitution that prohibits you doing more than many States.

MR. HOFFMAN: Fortunately, we have a new Constitution adopted this year that will give us some flexibility that I hope will result in better library service.

THE CHAIRMAN: I wanted to ask the people in the assemblage, can you hear the questions when the Commission members ask?

CHORUS OF VOICES: No.

THE CHAIRMAN: Because I wanted to ask you all to speak up so that we can get them. Otherwise, I will repeat the question.

Mr. Lorenz.

MR. LORENZ: Do you expect that the state library will receive any funds through revenue sharing?

MR. HOFFMAN: We will certainly make every effort we can to get such funds.

THE CHAIRMAN: Now can you --

MRS. MOORE: You said already that you thought the chances were dim though?

MR. HOFFMAN: I did and I do believe that our chances are dim unless the legislature is willing to consider substantial increases in state taxes. The bulk of the first year's revenue sharing money appears to relate to capital building programs.

THE CHAIRMAN: The decisions are being made by the legislature?

MR. HOFFMAN: Will be made by the legislature.

THE CHAIRMAN: I believe it varies from state to state, doesn't it?

MR. STEVENS: Yes.

MRS. MOORE: You are blessed with some strong trustees in Montana.

MR. HOFFMAN: We are blessed with some wonderful library trustees, and without them we would be years behind.

THE CHAIRMAN: Mr. Cuadra.

DR. CUADRA: Yes. There has been a fair amount of discussion already in the federal government about changes in L. S. C. A., including cutting it completely off fairly soon on the assumption that revenue sharing will --

THE CHAIRMAN: Can you speak up?

DR. CUADRA: Oh -- that revenue sharing will take care of providing those funds.

What is your feeling about how realistic an expectation that is, that revenue sharing could substitute for L. S. C. A. if L. S. C. A. were turned off?

MR. HOFFMAN: I am not too happy about the prospects, particularly in a state which has the kind of problems which I currently summarized in terms of communication.

Montana has a tremendous cost simply in providing roads, building roads, maintaining roads, because we have got so many miles of roads just to get from one place to another. We have tremendous costs in social welfare programs. We are well below the national average in median family income. We have an economy in the state which is not growing -- not growing at the rate of the national economy. We are falling behind.

And I would think that this is going to be a tremendous competition for any revenue sharing money at the state level.

I do think that our Title One federation programs have been especially successful because we have been able to use a substantial amount of money in one area at a time, and the "shotgun" approach with the local revenue sharing is going to make this much more difficult.

THE CHAIRMAN: Mr. Lorenz.

MR. LORENZ: In your examination of present federal grants for libraries, would you have any recommendations in terms of how these formulas might be improved, in terms of more efficient use of the funds at the state and local level?

Just as an example, all of the funds under L. S. C. A. going into interlibrary cooperation rather than the present division of funds between four titles of the Act?

MR. HOFFMAN: In a sense, I would ask for fewer restrictions than we now have because each of our states has a different priority and different needs at any given time. The amount of money that is presently being appropriated falls so far short of enabling us to do what we need to do that I would favor our being able to make the decision at the state level as to what the most important thing is at any given time.

THE CHAIRMAN: Mr. Hoffman, I think we have time for another question.

And I would like to know, are special libraries in the state also a part of your sharing of the library resources?

MR. HOFFMAN: They certainly are because we are basically not an industrial state. We have very few business-related special libraries.

We have in the entire state one medical library with a trained librarian. We have no other special libraries headed by librarians who are graduates of library schools. But because of the sparse population and the lack of library resources, I think that the people who have built the foundation for Montana's library program have given us an excellent spirit of cooperation between types of libraries.

Our special libraries are very much a part of the statewide network.

THE CHAIRMAN: Well, thank you then, Mr. Hoffman, and we will call the next witness then.

MR. HOFFMAN: Thank you.

THE CHAIRMAN: Mr. Gerald Brong, Assistant Director of the Audio-Visual Center at Washington State University.

While Mr. Brong is coming to the microphone, I must announce that smoking is not allowed in this room. And for the Commission's benefit, if you need a cup of coffee, there is some back here in the anteroom.

Whereupon

GERALD BRONG

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Brong, as I told Mr. Hoffman, I think you can rely on the Commission's having read your testimony. It is a competent piece of testimony and I found it very informative, and I am sure we have questions. But if you want to add anything or stress anything in particular about it, please take a few minutes to do that.

MR. BRONG: Yes, I would like to make a couple of comments on some matters that brought some reaction from some of my colleagues following the submission of testimony to the Commission:

One of the areas that I addressed but I now feel inadequately in the testimony is the one on personnel development, both pre-degree and post-degree training programs, especially the kind of retraining programs that would allow people now in the field to develop expertise that could facilitate some rather radical changes that I perceive may be necessary in the library field.

Secondly, I would like to stress an increasing concern -- which Mr. Hoffman also mentioned previously -- about federal funding for libraries.

The priorities for library programs in this country and library information and information in general as a national resource must continue to be brought before Congress and other branches of the government -- especially the Executive Branch of the government.

I feel that the availability of funds -- not only the appropriation but the ultimate availability -- is a critical problem that we face.

Various innovative programs are beginning to develop in the country that deserve attention, possibly attention in manners that are not now possible. I don't know how this could be brought about.

I would like to mention one specific program that is only representative of the kinds of programs that I have in mind:

On page 19 of my testimony I talk about one community -- Pullman -- my home town, where I am employed at Washington State University, where we have been working on a multipurpose communication system, a true information delivery system, an interactive system not unlike some of those proposed Housing and Urban Development, you know, for the large cities. I have brought the prospectus of that particular project that, if it is all right with you, Mr. Chairman, I would like to distribute to the Commission. It is the latest document that exists, produced at the end of last month.

(At this point papers were passed around.)

This particular project is being developed cooperatively with other kinds of information agencies and academic educational agencies in the state.

Lastly I would like to mention a development that is underway in Washington, a legislative development, since I included -- and I just mention on page 14 of my testimony some appendix materials which describe proposed legislative programs as they existed at the date the testimony was written.

I would like to call to the attention of the Commission what we consider a landmark bill, which is now being considered in Washington. And basically this landmark bill includes the premise that libraries as a state resource need not and should not be funded from the property tax, especially the existing libraries which are now wholly dependent upon the property tax.

And so in essence, the district libraries and those municipal libraries desiring to participate in a statewide system of libraries would be funded from state funds and, of course, the state would generate revenue from, at this point, sales tax and property tax and other means.

In addition to the development of the statewide system of libraries, it would change the configuration of our existing Library Commission. It would form a new Board for the libraries and information science so that the responsibilities for the new Board would be much broader than the existing

Commission because it primarily manages the State Library Agency as its Board of Trustees. There are, of course, additional responsibilities to the existing Commission.

And lastly the premise of the bill is based on a series of principles that were developed by the State Advisory Council following the various types of library service and ways of providing service -- I feel most importantly methods of providing service based on cooperation.

But the bill has in it, as it now exists, the concept that every library should receive a minimum allocation per capita for citizens in its service area, whether that library is a participant -- public libraries, I must add -- whether that library is a participant or not in the statewide system.

Secondly, if there are various forms of cooperation -- and you assume there would be levels of cooperation defined -- the amount of money received per capita for the population served would increase.

But looking at the State of Washington's population of approximately three million people and a funding level of approximately twenty-seven million per annum -- and again I stress the point that this particular bill has been developed cooperatively in the work of the Advisory Council that exists as required under the terms of the Library Services and Construction Act.

THE CHAIRMAN: Mr. Brong, you have apparently given a great deal of thought to the use of C. A. T. V. for library work.

MR. BRONG: Yes.

THE CHAIRMAN: In your opinion is this recent -- I guess it is a plan that the F. C. C. has put out which stipulates that there shall be two channels reserved for educational purposes -- in your opinion is that going to be sufficient for the educational and library use and potential that can be made of that medium?

MR. BRONG: As I understand the decision of the Federal Communications Commission, the basic two channels in the U. H. F. - V. H. F. range that have been allocated will not be sufficient.

I do not feel that they have approached and made decisions yet concerning the channels available outside of that.

THE CHAIRMAN: Yes, I think that's right, but we ought to, in the time we have got now, make quite clear what the uses are and what the limits are.

MR. BRONG: Right. The channels that have now been allocated for education and public service, I think, are inadequate, if these channels are to be used for more than one-way video information delivery. If they are to use these channels for interactive communication, data transfer, or some of the other things, other than just the display of television images, they are largely inadequate.

THE CHAIRMAN: Right. Have any members of the Commission got questions?

MR. Zipf.

MR. ZIPF: As you view an interactive system, who do you believe will be the participants in that interactive system?

MR. BRONG: I would think that any agency, as well as a person residing within a given community, is a potential user.

I think the initial users would be primarily the municipal governments and educational agencies -- and I include libraries in the educational agencies, and then the various kinds of utility services that would use the cable for various things -- meter readings, for example.

MR. ZIPF: Would you believe on that basis that there is the possibility that the user would pay a fee or some portion of the users would pay a fee?

MR. BRONG: Yes, I think that it is an acceptable premise that the users of the system, both the subscriber to the system and the person that is providing services over the system -- such as the schools and the libraries -- should pay a fee.

THE CHAIRMAN: John.

MR. LORENZ: I would agree with you that the bill you described does sound like a landmark bill. Could you provide the Commission office with sufficient copies of the bill so that the members might have copies at some later date?

MR. BRONG: At some later date, yes.

Mr. John Veblen from the Washington Library Commission who will testify before the Commission later, I presume?

THE CHAIRMAN: He is going to be here, right.

MR. BRONG: The bill is changing daily. I would assume that we could have -- whether it passes or fails -- that we could have a copy to the Commission by late December.

THE CHAIRMAN Yes.

MR. BRONG: And, of course, it may then in January or February be before our state legislature for, hopefully, acceptance, adoption and funding.

THE CHAIRMAN: I hope it passes, but even if it fails, however, we would like a copy of it for our thinking in our Washington office.

MR. BRONG: I will send a copy to your Washington office.

THE CHAIRMAN: Les.

DEAN DUNLAP: Mr. Brong, in your written testimony you have a great deal to say about the desirability of total library service -- with which we all agree. But in your capacity in charge of audio-visual services in Washington State, are you able to lend generously throughout the State of Washington, and if so, what does your institution have to say about providing funds for this purpose?

MR. BRONG: Well, we lend openly for anyone in the academic community for Washington State University our print and non-print materials. Now the academic community is primarily the City of Pullman, but in addition to that, in the land grant college we operate an extension program for the U. S. D. A.

So we are moving quite a sizable quantity of materials throughout this community, print and non-print, at no cost.

To those that are not part of the Washington State University community, such as school districts, churches, hospitals, for non-print materials, we provide them for a rental fee. However, our structure on this rental fee is very minimal.

We have interlibrary loan of anything except equipment within the library, and it is not uncommon for us to, on occasion, loan equipment to other institutions in our geographic area of the state.

DEAN DUNLAP: I see.

MR. BRONG: It is a costly program but it is one that the University views that it is essential in providing the necessary support and resources for the academic community.

DEAN DUNLAP: If you were in a more populous area, such as Seattle, do you think your posture of lending would be as generous?

MR. BRONG: Not unless, of course, we restricted it again to the academic community, but I would think, yes, we would be able to operate as free an access program, since again you must remember that we are delivering some of our information from the audio-visual center electronically throughout the City of Pullman, which is really not as complex as having the people visit the audio-visual center physically to view a film as they occupy a chair in the center.

THE CHAIRMAN: How is your mail delivery in Montana? Pretty good?

MR. LORENZ: Washington!

(Laughter.)

THE CHAIRMAN: Washington.

MR. BRONG: No, it is not. We can experience as many as a six-day delivery period from Pullman to Seattle, which is less than 350 miles away, and we can usually get one-day delivery on first class mail anywhere in the state. However, using the library rate for films, we may take a six or eight hundred dollar film and tie it up in three to six days transit each way, it will take them, to a patron somewhere in Washington, Oregon or North Idaho.

THE CHAIRMAN: Miss Scott.

MISS SCOTT: Yes, you propose a --

THE CHAIRMAN: Speak up, Catherine.

MISS SCOTT: You propose federal legislation in here to replace the Library Services and Construction Act with the title known as the Library Information Systems and Construction Technology Act of '73.

Would you elaborate on that?

MR. BRONG: Yes. My involvement in library planning and management is -- I am not a long tenured member of the community, let's say -- but I have a feeling over the past years that I have been involved, and especially since I have been involved with our State Advisory Council on Libraries, that some of the present funding programs that we have are divisive in nature, and that there has to be some way to bring the elements of the library information community -- service-wise, not necessarily administratively -- but bring them together.

And I think that all of the compartmentalization that we now have is a structure that we have to work with to get around it so that we can develop some systems. At least, this is how I see it in the State of Washington.

THE CHAIRMAN: John.

MR. LORENZ: Where do you see such an Act administered at the state level?

MR. BRONG: I would see such an Act administered in the State of Washington probably cooperatively by three groups, and I am not sure exactly how there would be a superstructure established to do this.

This would be the Council on Higher Education -- or something comparable, the State Board for Public Instruction, and -- assuming the new bill passes -- the Board for Libraries and Information Science.

And there could be some guidelines established of how they could work, using this allotment of funds to develop this, start moving toward a total library service system, supporting academic libraries, school libraries, public libraries, and even private special libraries.

THE CHAIRMAN: Lou.

MR. LERNER: You specialize in audio-visual, but given the current crunch that exists today in terms of dollar inflow into libraries and all institutions, what kind of advice would you have for a public librarian with limited funds between the mix of the new technology and the traditional collections?

MR. BRONG: If the information contained in what you call the existing traditional and, say, non-traditional then -- if the information contained therein is essential to the successful operation of the program, I think the collection should be mixed, and somebody will have to make the value judgements based on some long-range plans that exist.

MR. LERNER: Who?

MR. BRONG: Who?

MR. LERNER Who?

MR. BRONG: I would suspect that the people who have made the planning and are operating the libraries, and it is possible -- in my judgement there is heavy dependence on the consumers of the library services and the long range planning, which includes other libraries in the state system.

But I do not think that we can continue to maintain a segregated collection where we classify information -- I think that won't be with us too much longer.

THE CHAIRMAN: Mr. Cuadra.

DR. CUADRA: One of the goals that you mentioned as, I guess, part of the planning, the long-range planning, is identifying the information needs of the people.

MR. BRONG: Yes.

DR. CUADRA: The Commission also has this same kind of a charter on a larger scale. I would be interested in how you have either started this or how you plan to go about it.

MR. BRONG: My experiences in picking and discussing about that field pretty much started with my contact with the Ohio State University Institute that was recently operated for long-range planning, for developing state planners in the library field.

At that Institute there was some personnel from

Ohio State University, and one individual -- Agnes Griffin, from the King County Library System -- that described the techniques of using a social indicators approach to identifyin needs, then as you talk about the new types of research methodologies, to go out into the community of users, whether it is the citizens, the scholars, or what the type, and using this approach, as I understand it, they can both find out the impact of a program and begin to identify the adequacies of the program.

Now this, of course, is predicated on the assumption --

THE CHAIRMAN: What is the nature of them? Are the a sort of market survey type techniques?

MR. BRONG: Well, yes, that may be one way to describe it.

It is an in-depth interview approach. They begin to find as many elements that correlate in some way -- either positively or negatively -- with the provision of a type of service.

THE CHAIRMAN: I think we have time for one or two short questions.

Bud.

MR. VELDE: You list several recommendations. Woul you assign some priorities to those recommendations?

MR. BRONG: I didn't assign priorities to them as

I listed them, and I am not sure that I can give you a good response now.

Can you tell me the page, please?

MR. VELDE: Yes.

DEAN DUNLAP: Twenty-five.

MR. VELDE: Twenty-five.

MR. BRONG: Well, without giving much thought to priorities -- it is on your list!

(Laughter.)

THE CHAIRMAN: Yes.

MR. BRONG: I see the first one "Coordination of national library development activities" in the federal library structure, and the one that appears on page 27, I believe it is, "Federal legislation drawing together" the programs -- it all involves money. I think that is one of the highest priorities, possibly even the highest, if we are to coordinate the kinds of programs that are now developing..

And probably the second priority would be dealing with personnel -- retraining, bringing people outside of what I would classify as a traditional library mould into the library and information science field, as it relates to the provision of full information to our society.

THE CHAIRMAN: Mr. Brong, may I ask one final question?

And that is, on page 11 you say "The basis for the

TLS [the Total Library System] must be the local library/information center. This center will probably not be today's 'public library'."

Now do you mean it is going to be entirely different? Or will it be today's public library transformed and brought up to date in various ways in responding to these new needs and techniques?

MR. BRONG: I think that statement on page 11 probably comes from the impact of the book by Ivan Ilich, "The Affluent Society", that I read just prior to writing this testimony, and I envision in the future a greater emphasis on community schools, for example, as an integral social unit within a community, not just the educational agency, and I would see the library, the school, and possibly some of the social welfare agencies, getting what Ilich calls this "learning web", and there has been some jesting that possibly the librarians within this learning web would become "rack webbers" rather than librarians -- this is one of the humorous jokes that people have developed!

(Laughter.)

THE CHAIRMAN: O. K.

MRS. MOORE: Would you let me have one final question?

THE CHAIRMAN: Bessie, yes. Mrs. Moore.

MRS. MOORE: I think there is a concern over the country probably occasioned by the environmental problems that there will be -- and certainly being discussed by economists and others -- about our moving to a different makeup of G. N. P. in this country.

How do you see the library as being able to relate to informing people and to becoming a part of this change, which appears to be inevitable?

MR. BRONG: That is a very difficult question. I think that is the crux of the matter as to the defining of what the libraries tomorrow and in the future should be.

I feel that the educational system -- of which libraries are an integral part -- must be a constructionist or a reconstructionist element in society, and not necessarily just a responsive element to what the society at that moment thinks they need.

If the library system, the total library system, evolves where information is perceived as a resource, a national resource, one that needs to be --

MRS. MOORE: That is what I had in mind.

MR. BRONG: Yes, one which needs to be nurtured and developed, it is going to become a pro-active system because it is going to create information based on analysis, synthesis, et cetera. And the library, the public library, will become a research agency. It could become a research arm supporting John Q. Citizen, who would like to have an analysis made of two given issues before the City Council, possibly, or to support the commercial company, the multi-million dollar company that is in the timber industry, to do some research about it.

THE CHAIRMAN: All right, well, thank you very much and we appreciate your coming, Mr. Brong.

We will now call on our next witness, Mr. Eli M. Oboler, University Librarian of Idaho State University. Mr. Oboler.

Whereupon

ELI M. OBOLER

was called as a witness and was examined and testified as follows:

THE CHAIRMAN: Yes, Mr. Oboler, please, you may have heard me state to the others before you that if you have anything you want to add to your testimony now, please do so. Otherwise, the Commission will go right into a question and answer period.

MR. OBOLER: Well, very briefly, after getting a suggestion that I talk about the library scene in both California and the Pacific Northwest -- as you will note my rather lengthy experience, especially in the Pacific Northwest, I thought it only appropriate to check with some of my colleagues in California particularly -- of which I am not particularly knowledgeable -- and get some suggestions from them. And I can tell you as a unanimous opinion of library deans that they are in disagreement on the point I made in my testimony about the need for more library schools.

(Laughter.)

I imagine if I had taken a poll of non-library deans I might have had a little different point of view.

THE CHAIRMAN: Yes.

MR. OBOLER: There is a little insularity and feeling that they want to keep their own. But that isn't really fair. The points that the make, I think, are valid, and, I think, should be in the minds of the Commission, that adding three more library schools at a time when

(a) We all know there isn't as much need for professional librarians unless standards are kept up with and, obviously, we are not getting the financing to keep up with those standards, and

(b) When there are library schools that could stand some growth. There are some fifty-seven accredited library schools in the United States and Canada, and these fifty-seven schools -- certainly the ones in Washington and Oregon and the ones in Northern California -- could grow to some extent and instead of as at present graduating perhaps 4,500 to 5,000 people perhaps take care of 5,000 to 6,000 people, and this could be enough for the immediate future.

Unfortunately -- I will put on the other hat, as a college professor -- I am associated with a group that is worried about turning out people with degrees who are not going to have jobs, bachelors, masters, and doctorates, in the present climate of opinion -- or maybe it is fortunate. The present climate isn't going to last and there is going to be need for more trained people.

I am one who differs with the idea of career education, who differs with the idea of vocational education as the one and only goal. It is the current fad. I happen to be an old-fashioned liberal education type and believe that the best education for the future is a liberal education, which enables you to deal with any kind of a possibility.

In the library profession in particular -- I got my library degree at Columbia in 1905, I almost said, but I think it is --

THE CHAIRMAN: 50.

MR. OBOLER: About that, 1942 -- thirty years ago, and I was told then that there just wasn't much likelihood of men getting anywhere in the library profession; it was a women's profession, and that was the way it was.

Also, I was told in the early forties that the solution to everything was films, that everything was going to go on film, and that we needn't worry about books any more. All sorts of predictions are made and, as I said in my testimony, I would like to cling to what is going on now that we know for sure.

But getting back to this one correction on the library schools, there is one other correction, perhaps, and that is emphasis, that was suggested by my colleagues, in particular, and that is the suggestion that rather than go along with the idea of continued grants to enable libraries to have more books -- which is about what happens on the academic level -- or to have more books and, to some extent, equipment, as has happened in the school library level -- there might be a possibility suggested of some sort of intellectual W. P. A. project -- that was the term used by my colleague at the University of Idaho -- which would take care of the immediate over-supply of trained professional librarians. We need to keep these people in the profession, and there isn't a library in the country of a major or even a relatively minor nature that doesn't have projects which could use people on useful projects.

Now let me be specific:

This was suggested to me by someone who is familiar to most or a good many of you -- Marian Moschesky, who is well known, the librarian at the University of Washington, who said that in the Pacific Northwest in particular there is a need for better bibliographical control on fisheries. Material on fisheries is scattered all over the place and this would be extremely useful.

And another project is one -- a bibliographical and, to some extent, I suppose, a literary report, on the great geological and other surveys of the West, which are more or less buried in various government documents, and that these -- some of them are still in manuscript, as a matter of fact, and that this kind of a project could well accomplish as much, as you may be aware, as the W. P. A. projects back,of the federal guide nature, back in the thirties.

But, on the whole, I would stick by my testimony and I would be very happy to answer questions, as long as none of you happen to be library deans!

(Laughter.)

THE CHAIRMAN: All right.

O. K., Carlos.

DR. CUADRA: I am interested in the computerized union catalogue access system.

I would be interested in hearing a little more about how many regions you think we are talking about, and how many key resources within each region, and how the people actually operate -- that is, how would users use it?

MR. OBOLER: Well, I will be very provincial and talk about the Pacific Northwest rather than the entire United States.

The Pacific Northwest Bibliographic Center at present is a set of cards, millions upon millions of cards which have accumulated through the years from some forty to forty-five libraries which continue to contribute cards -- and simply having cards these days isn't sufficient, particularly since the cards are arranged in author -- and as all of you know who have used libraries the definition of what is an author is quite a difficult proposition, and if you are looking for material in a particular subject area, it is a good deal easier if you have what we call a divided catalogue and a computerized arrangement, which would be done by subject. I can speak of very, very current knowledge, that it is very useful, because we have just gotten one for our own four thousand serials, our own periodicals and each come in regularly, at Idaho State, put on computer, and it is a revelation to find out that there are publications which are called, let's say, to give a title "Pharos" -- P-h-a-r-o-s -- unless you happen to know the Greek, and I know even less, you wouldn't know what "Pharos" was about, but it happened to have material on a great many different areas.

Well, when it is analyzed by subject, and you know that, you check and find out that if you look in "Pharos", you find material on a particular subject.

So the computerized catalogue will enable a subject approach.

Now as far as the mechanics of it, I am of a generation which is not mechanized -- "humanist", I suppose, is the word, and I would be the worst person to advise you on it, perhaps.

THE CHAIRMAN: Andy.

COLONEL AINES: Reading your documents, I am rather titillated by your commentary about the cloud cuckoo land of the future that apparently you term some of the approach of the libraries of today.

Also, in reading this paper of yours, I get the impression that you are much more interested in regional co-operative efforts than you are in worrying about the national picture. I may be incorrect on that.

MR. OBOLER: Well, I have worried about the national picture.

COLONEL AINES: Could you take off on both of those thoughts?

MR. OBOLER: Yes, I have worried about the national picture at times, but I find that it is a constant process -- I listened to the last individuals' contributions to this discussion, these hearings -- between very parochial individual knowledge and some idea that you are going to tell the world what to do.

And I have found a great deal of trouble in telling a few -- oh, some three hundred professors -- what to do with Idaho State, or telling five or six hundred librarians what to do in Idaho, and several thousand in the Pacific Northwest.

I have been in charge of some national things, and I find that they always come down to -- you have to break them down. You just don't do things on a grandiose national level. It just doesn't work that way.

Even our President -- I almost said "our new President" -- our revived President has given us the idea of revenue sharing,which comes down to a little county gets so many dollars and can give it out, or the little State of Idaho can give out so many dollars on the state level.

So that I am concerned with those two approaches -- that we, at least, stick to a regional approach. And this has been done on a national level in water resources. It has been done in many other areas. And so I think that it is appropriate.

And in reply to your comment about cloud cuckoo land, I suppose I like Aristophenes -- that is one reason I used the reference -- but I have been bemused and amused by the librarians in particular who can't take care of their own knitting this year, but who know how to take care of your knitting ten years from now, or twenty, or thirty, or forty. I have done my own share of predicting. It is a lovely thing to do. But I think that it is more an exercise in futility than anything else when, in the long run, none of us will be here.

(Laughter.)

And let's straighten up and do what we are going to be doing right now.

MR. LERNER: Well, my question really is part of the same one.

And that is, you know, should we be thinking, should this Commission in fact be thinking about today's problems? Or should the Commission be thinking about the problems thirty and forty years from now?

I think this is one of the main things that we have to think about in terms of priorities, and I would like to get your feeling on that.

MR. OBOLER: Well, there are two possible answers to that -- both equally valid in my judgement:

One would be to say that if you as a Commission have been designated to do planning -- and that seems to be the general tenor; I read the general charge to the Commission, as a result of the Advisory Commission -- if you are designated to do planning, you can interpret that in several ways:

You can plan on a short term.

You can plan on a long term.

But the dangers are implicit in both. If you plan for tomorrow in the exact sense of Thursday, you don't know what is going to happen any more than you know what is going to happen in the next minute. I might suddenly go berserk and tear off my disguise and turn out to be superman!

(Laughter.)

But in the long run, you can foresee some trends -- and I am wary of the word "plan". I remember a Five Year Plan of Poletka that came out of Russia in the thirties, and it still hasn't been carried out now in the seventies.

I remember Planning Commissions in various areas that have put out such cloud cuckoo land ideas that they are just -- I hate to use the word: I am an idealist myself -- but impracticable.

So my second answer -- to get back to the specifics -- is that I would favor thinking in reasonably lengthy terms. I don't think thirty or forty years is reasonable in the information science field. You go back thirty or forty years and see just how you could have guessed what is happening in the seventies. You just couldn't -- no way!

THE CHAIRMAN: I have a friend who is on the Commission for the Year 2000, and they did a study of all of the past Commissions that predicted what was going to happen, and they found that they not only didn't predict what would happen, they were wrong about all of the things that they thought would happen.

So if you go beyond five or ten years, you are on very thin ice. It bears out your rule.

Mr. Lorenz. One or two more questions and then we must move on.

MR. LORENZ: Being specific then, Eli, what would you see as the role of the Commission in the field of library education, as you pointed out?

MR. OBOLER: Well, in library education, I suppose that the best way to educate librarians is in terms of what I would call the basic materials that have been librarianship since the days of King Tut. If the cuneiform tablets were assembled in one place, somebody had to put them in some kind of an order, somebody had to see to it that there was a way of keeping track when they went out and when they came back -- very basic things in librarianship. When I went to the University of Chicago Library School it was called the "core curriculum", with which I am sure you are familiar, John.

And the core of librarianship is still, in my judgement, a very simple thing. Library education, in trying to teach people to be what? Computer specialists and people who can run networks and you go on an on with all of the ramifications -- in that short year that you have them, to get their degree in library science, it is, in my judgement, biting off a good deal more than it could chew.

And I would favor a library education that stuck to librarianship.

If people want to learn about sociology, if they have to take care of the unreached -- and, by the way, that is one of the things that I did really omit in my discussion and I think that it is significant, that we do have to take care of the unreached, whether they are unreached because they aren't able to read, or because they are a particular minority groupor because they are poor or whatever, that is important and I overlooked it.

But getting back, the important thing for library education in America in this generation -- or in any generation, I would guess -- is to make sure that the people who work in libraries know the basis about librarianship, which I don't think will change, no matter whether the information is conveyed through a resources center, or through a computer, or whatever system -- some way will have to be found of keeping materials in order, of adding to it, of taking away from it if necessary, and finally of getting it to the people who need it.

And as I said or expressed, I don't think this is quite original, "The right book for the right person at the right time" -- that dates back a while, and it is still good today. All you have to do is change the word "book" to whatever fancy title you want to use, but the right reading or viewing material for the right person at the right time is still the basic need of librarianship and still what library education should be training people for.

THE CHAIRMAN: All right, we are running a little bit behind, so I just want to thank you, and I think we will proceed with the next witness.

MR. OBOLER: Thank you.

THE CHAIRMAN: That is Mr. John Anderson, the City Librarian.

Whereupon

JOHN ANDERSON

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Are you going to start off with a statement of your own, Mr. Anderson, or would you like us to proceed right to the question and answer period?

MR. ANDERSON: Dr. Burkhardt, I would like to just reinforce maybe two or three items in my testimony submitted to you.

I have tried to concentrate on the issues that maybe primarily confront urban libraries, and I will try to still stick with that point of view although I have many other concerns that I would normally like to talk about.

I think that what I want to reinforce is that large urban libraries are not being used to their full potential in this nation with remarkably few exceptions. I think that we have been used to, in the traditions of librarianship on the public library level to look to the large city libraries, some of which have been developed over many years, as being library leaders, and I don't think that we can do that any more. I think that is a myth -- again with very few exceptions -- not because large urban libraries lack leadership potential or capacity, but because most urban libraries are facing cutbacks, are having to retrench, are having to do things that don't lend particularly to providing leadership in today's world of librarianship. And I regret that this is true and I think that something needs to be done about it.

I do see also on the national level a real lack of coordinated library planning. Someone has to do it, I think. We build the library system in an uncoordinated way of all kinds of libraries and our priorities and our tax resources, I think, have to dictate some kind of better coordination.

I indicated in my testimony that I felt that a significant study should be made on the financing of libraries. I think I used the term "public libraries" but I would include all libraries.

I think that in California we are witnessing the fact that public libraries are not the only libraries that are facing financial restrictions and problems in terms of their upkeep and development.

I would ask for some re-thinking along that line in terms of the federal commitment to aid to libraries that has been based on demonstrations, that has been based on augmenting or helping local units, and I sincerely believe that that point of view might be changed, and that the federal government has a continuing commitment for library service, and that it should define that, we should define that continuing commitment.

I suggested in the testimony one type of continuing commitment, if there is a commitment to a base network of information centers -- I suggested that large urban libraries could serve as keystones in this particular matter, that this could be a continuing federal commitment in terms of financial alternatives.

THE CHAIRMAN: I think you make that point very well, and I think that it is easily understandable that from the point of view of the national resources the large urban libraries are definitely big resource centers.

However, when you start the problem of financing a national plan, you indicate that they are so important that a fifty-fifty federal funding formula would be a reasonable one.

I think that the problem is to define the criteria for federal funding and what and how one would justify it. As I say, I agree with you in an abstract way, but when it comes to defining which libraries actually should have the federal sharing and which should not, you can see the problem of what criteria you use. So as a practical matter, it would be awfully hard to work out, and I wondered if you had any thoughts along that line.

How should one say, "These libraries should be selected in the national libraries resource planning as federally supported and these not"? I am sure, as a political problem, you see the difficulties right away.

MR. ANDERSON: Absolutely. I don't have a ready-made answer for it.

I think that some serious study and brainstorming needs to be done, and that even with that there are going to be conflicting points of view about it.

I suggest urban libraries, the large urban libraries, because they seem at this point to be the most accessible large reservoirs of material. They seem to be used by the greatest variety of people because they are in urban centers, which are still viable in most cases. They are freely accessible by all kinds of people, without many restrictions, if any. And so that is why I suggest this.

I know that the federal government often uses the term "the great cities". Then you have to argue about which are the great cities. But I am thinking about a relatively limited number.

And I know that -- having been a librarian in suburban, country, I know the attitudes and I don't necessarily disagree with them -- and I know that now that I am in a position of being in a core city, there is envy and concern when we talk about significant amounts of money as to where it should be placed. And there are legitimate arguments that it had better be spread widely, rather than concentrated.

But I see these large libraries as having spent many years of collecting very valuable resources and I see them now in the position of a decline, possibly -- actually in many cities -- and I am saying that here are years of effort, local effort mainly, that are in the potential of being very badly wasted.

THE CHAIRMAN: Mr. Lorenz.

MR. LORENZ: Specifically, John, what would the role of the San Francisco Public Library be in the California State system? How do you see that role being played?

MR. ANDERSON: Its present role -- I would see it as an extension of its present role, through the Bay Area Reference Center, which is the title we give to our grant through L. S. C. A. funds, Title One -- to extend high level reference service as a regional resource center to anyone, but, I think, in a realistic view, particularly to Northern California. And we are talking there about, oh, five to six to nine million people.

So I see this being further extended and refined. I see better arrangements with all kinds of libraries. We have informal arrangements now with university and special libraries, to some extent with the school and community college libraries. But I think that much more needs to be done. And the State of California has developed a networking plan involving all kinds of libraries, which I think is very important.

We would serve not only as an area or geographical distribution point but, because of our size and character would also serve as a resource, a major resource center in a number of specialized areas. So I see that kind of a development coming.

DEAN DUNLAP: Do you mean to qualify this term "large urban libraries" to "large urban public libraries" to serve as a keystone, or would you admit both? Because I can follow you if you are going to say "large urban public libraries", but if you are going to admit universities, then you have got U. C. L. A. in Los Angeles, but you have got Stanford in Palo Alto, which is not an urban library.

So where do you go?

MR. ANDERSON: I was speaking at this point primarily of urban public libraries.

DEAN DUNLAP: I felt that was implied in your testimony but it was not so specified.

MR. ANDERSON: I think that it should not be ruled out on alternatives, in terms of cities. I think that the Bay Area, for instance, is particularly rich in library resources, if we put them all together, with Berkeley and Stanford, particularly, and the public libraries in this area, and it needs some real coordination.

But I see the city library -- in this case, San Francisco -- perhaps as serving as the instigator, the time gatherer, the motivator, and this kind of thing that would bring this about.

DEAN DUNLAP: And in New York, it would be the New York Public and not Columbia?

MR. ANDERSON: I would think so.

THE CHAIRMAN: Miss Scott.

MISS SCOTT: You said something here in your testimony. You even said that it was unnecessary to say it, but I feel it was really important, and that is the recruitment of minorities to the profession.

How do you feel that this might be accomplished? Perhaps through the professional associations? Or by what other means would you suggest?

MR. ANDERSON: That is a difficult problem. The only solution that I can suggest at this point -- I mean, there are many, but we are going to have to work on all levels, but I suggest that we are going to have to recruit at the pre-professional level, and I think that probably a lot will have to be done in work study programs in order to find them, and as I look for minority staff members -- particularly in the West -- I find very few in library schools. The demand is high; the supply is very low.

So I think that we have to get them imto that position, and so I think that we have to do it probably by work study, in addition to scholarship programs that are pretty substantial.

THE CHAIRMAN: Andy.

MR. LORENZ: Are you getting any federal funds to help you in this area?

MR. ANDERSON: San Francisco, no.

THE CHAIRMAN: Mr. Aines.

COLONEL AINES: In your testimony you talk about the value of experimenting with new organizational patterns, and you also tie to that the possibility that there be long-term demonstration funds provided for this purpose.

A short time ago, while we were having the difficulties with the New York Public Library, when we were all sort of wringing hands together, one of my friends said "Perhaps the best thing that could possibly happen would be that the large public libraries close down -- not close down with any desire for permanent closing down, but just as a demonstration to see what might happen." Then he thought and he said, "Gee, whiz, maybe we shouldn't do that. They may not notice!"

(Laughter.)

Now the question I have for you then is:

Recognizing the problem of the city libraries, if you will, the large urban libraries, recognizing that there is a need for funding, for changes, and seeing that you are ready to start demonstration actions -- what would you really include as part of these deomonstration experiments?

MR. ANDERSON: Again I don't have a pre-packaged plan, so my comment is theoretical.

It stems from the fact that most demonstration grants I have seen have been so small that the work, the idea has hardly a chance of succeeding, because of the small amount of money, and it isn't substantial enough to override all of the inherent objections and problems, politically speaking, as well as organizational problems.

I would be curious, you know, to see if in San Francisco we were given a grant of maybe a couple of million dollars rather than a couple of hundred thousand dollars and asked to reach a larger group of people, and to truly innovate, to see what we would do.

I don't know. We might try to establish what has already been proposed -- a joint study and learning center -- on a basis that it wasn't just trying one little one but several maybe quite large ones. And I haven't discussed this. I mean, this is purely off the top of my head.

I don't think that any library has truly been able to afford working with the electronic media in a capacity that would begin to prove something, whether it be cable television or video tape or just plain electronic intercommunication within its traditional facility -- it hasn't had the money to do it.

So I am talking about really some massive amount of money, enough to really equal change. It doesn't -- if we were given a half million dollars, this in San Francisco would be less than ten per cent of our budget, and when you are on that scale, you are not moved to make very many radical changes, to go through the hell that you have to go through to try to make something happen, compared with larger amounts of money. So that is why I use that kind of illustration.

I didn't have any particular project in mind or particular way of doing it.

THE CHAIRMAN: Mr. Velde.

MR. VELDE: Yes. In the California networks, you said they include more than public libraries. In most states when they do, they are usually just for resource centers. Are your other than public libraries actually in the same network?

MR. ANDERSON: I am not sure that I fully understand your question.

The various types of libraries are in the network and, yes, the larger university library centers are either in the area or resource center capacity.

I am not --

MR. VELDE: You do consider it just one network? In the grants from the state, how do those work?

MR. ANDERSON: Well, this is a plan that isn't operational.

(Laughter.)

MR. VELDE: Oh?

MR. ANDERSON: It isn't funded and it isn't operational.

THE CHAIRMAN: All right. Mr. Cuadra, and then Mrs. Moore.

DR. CUADRA: What is your reaction to the idea that revenue sharing funds could serve as a substitute to L. S. C. A.?

MR. ANDERSON: What is my reaction?

DR. CUADRA: Particularly with respect to San Francisco.

MR. ANDERSON: Well, we are after revenue sharing funds in the belief that we will get some, but again this is dealing with it on a local priority basis, and I am a strong believer in local participation.

But I think that the issues are --

THE CHAIRMAN: It is the City Council that is going to decide about revenue sharing funds, isn't it?

MR. ANDERSON: Yes.

THE CHAIRMAN: As far as San Francisco is concerned?

MR. ANDERSON: Yes, and we have reason to believe that we will have something from this. But we are mixed with the local priorities, which are overwhelming for an urban center has a concentration of problems beyond its economic means. And we are cast in this role.

THE CHAIRMAN: Mrs. Moore.

MR. ANDERSON: So I don't see -- I think that what you are asking is, is revenue sharing an answer? I don't think that it is an answer to library problems -- period.

THE CHAIRMAN: Mrs. Moore -- and this is the final question.

MRS. MOORE: Mr. Chairman, this has to do with Colonel Aines' question. Do you believe that -- I am trying to ask this so it won't be loaded!

(Laughter.)

Do you believe that libraries are in any worse situation as public institutions than other social institutions at this point in time, say, public schools and other social institutions? Do you think our need to be understood and have our -- do you think our communication problem may be greater than other institutions? Or do you think we are on a par with public schools and other institutions?

MR. ANDERSON: I can't see that our plight, relatively speaking, is worse than other social institutions. I think that our communications problem is gigantic. For being specialists in communications, we seem to be on the short end of it in terms of public understanding. I think that we always have been.

MRS. MOORE: You think we are no better now?

MR. ANDERSON: We are no better now, and maybe in some cases we are worse.

But I think that this is a prime problem.

THE CHAIRMAN: Well, thank you, Mr. Anderson. We appreciate very much your coming here.

We will hear now from Mr. John Mason.

Whereupon

JOHN MASON

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Mason is Prison Librarian at the Montana State Prison in Helena, and he will give us an entirely new perspective on things.

Now, please, Mr. Mason, would you like to add to or comment on your testimony that you have sent to us, or do you want us to go right into our questions?

MR. MASON: I would like to make a few remarks about our organizational setup.

I have been Montana State Prison Librarian since September, 1971; I am an employee of the State Library in Montana, and my boss, Richard Peale, is in charge of or is responsible for all of the institutional libraries in my state, and my library is not budgeted separately. It is budgeted together with all of the institutions.

The prison -- as is the case with the other institutions in Montana -- is not financially supporting the library at all. It simply provides the physical space.

That is about the extent of my remarks. Do you have questions?

THE CHAIRMAN: I was very much taken with your sentence, Mr. Mason, that one should remember that prison library patrons are apt not to be accustomed to libraries and, therefore, may be easily intimidated.

(Laughter.)

I think it is true but -- well, now, Mr. Lerner, did you have questions?

MR. LERNER: Well, the question I had was, your funding through the Montana State Library -- you in fact work for the Montana State Library?

MR. MASON: That is true.

MR. LERNER: Is this setup and this arrangement regarding prison libraries a common one in other states or is this unusual? Is this a particular setup that you have?

MR. MASON: It varies widely.

I am not an expert on the national scene, but I can tell you that, say, this is the case in the State of Washington; the State Library is responsible. I think there are -- this is fairly common.

On the other hand, say, in California, the Librarian is an employee of the California State Department of Corrections.

THE CHAIRMAN: And you advocate very strongly that the support should come from extra-correctional sources?

MR. MASON: Yes, that is true.

THE CHAIRMAN: Separate and independent funding for libraries.

MR. LORENZ: Well, just why do you argue in that direction?

Isn't there a possibility that if these were correctional funds primarily, that the institution might feel more of a responsibility for this service?

MR. MASON: Well, I imagine that arguments could be made in that direction. Basically, I think that there are two arguments:

The first one -- and the most important, in my opinion -- is that I think that there is a basic conflict of interest which may arise. This is particularly in the case of legal materials.

The best example I can think of is, say a man wishes to throw a writ on the prison, he feels that the prison has violated his civil rights in some way and he wishes to get materials for this and to have a good law library in the prison so that he may do this, if he wishes. Well, naturally, you wouldn't be expecting the prison to assist in a suit against itself.

The second reason that I think that the prisons should not administer libraries themselves is that they are basically security institutions as the prison system today is set up -- it is largely security oriented, and librarianship is, I think everyone will agree, a service, and you have just a basic conflict in purpose there.

THE CHAIRMAN: Mr. Velde.

MR. VELDE: I was quite interested in your statement because I spent a month at Deer Lodge on a voluntary basis.

(Laughter.)

But I was kind of worried about how much law and how much direction legally a librarian should try to give the prisoners.

MR. MASON: That is a very interesting thing.

Celeste McCloud in her extremely interesting good article for L. J., for November, I believe it was, mentioned that librarians traditionally are rather worried that perhaps they may overstep their position and get into practicing law without a license, which is a rather serious offense.

I would tend to take her position that the librarian should provide materials and show the man as much as he can how to use them and give as much assistance as he can, but not actually try to elucidate the law or provide information -- you know, try to provide an interpretation.

One thing that I have tried to get going in the library with no luck at all is some sort of training program for the inmates. I would like very much, say, to get a lawyer in -- or, at least, a law student -- to show them how to use the materials.

I mentioned in my testimony that I think that the prison librarian should have some sort of legal training, and this is an unfortunate thing about my background. I just don't have.

MR. VELDE: There should be quite a few lawyers in prison, shouldn't there?

(Laughter.)

THE CHAIRMAN: Although, Mr. Mason, you do emphasize the recreational and the self-education aspect of the prison libraries, you place so much weight and emphasis on the legal, access to the legal documents. Is this, in your mind, the priority for prison libraries now in staffing and acquisitioning? Is it a big enough problem, is the demand big enough for this kind of material that you really feel that it has a first priority?

MR. MASON: Well, it is very difficult to assign priorities. I mean, as far as -- if you do it on a demand basis in my library, the greatest demand would be by a man who comes in and wishes to read a western story.

THE CHAIRMAN: Escape!

(Laughter.)

MR. MASON: Yes, right -- recreation. And this, I think, traditionally prison libraries have been strongest in this; Zane Gray has always been the staple of the prison library.

(Laughter.)

But I think that, well, probably a fairly small percentage of the people in a prison would actually use legal materials, perhaps, oh, twenty per cent, and a large -- a somewhat larger percentage would rely, unfortunately, rather heavily on what "jailhouse lawyers" say to them, instead of using the materials themselves.

But I think that it is also true that a lot of people who go to prison, although they may be complaining about injustice and so forth, you know, would understand, they would have no particular reason -- they would assume that their conviction was sound and that there was no way of beating it and just do their time.

THE CHAIRMAN: Yes. Cathy.

MISS SCOTT: Are you allowed to accept materials by gift and exchange?

MR. MASON: Yes.

MISS SCOTT: I mean, do you rely on this at all? I saw the National Geographic -- that is the reason, and I wondered.

MR. MASON: Yes, we have gotten a lot of good things, a very generous gift by a lawyer of American Jurisprudence and Corpus Juris Secundum.

MISS SCOTT: Yes.

MR. MASON: We have done very well with the universities. And last spring some of the university students conducted a book drive and got us a lot of textbooks, but, of course, our major -- you know, that is just peripheral.

MISS SCOTT: Yes.

MR. MASON: Our major sources are funded.

THE CHAIRMAN: Yes?

COLONEL AINES: I have been in contact with many librarians during my lifetime, but this is the first time with a prison librarian. And reading your statements it is reassuring, the warmth and concern that you have for your patrons. I am concerned, however, about two things:

First, your belief that the library should be run by outside agencies, and its practicality -- just plain practicality -- people being what they are and people in authority being who they are, I just wonder whether this is a sort of a wishful hope, if you will.

And the second problem that I have in reading your material is that you make a statement in here that peace and quiet tend to be middle class ideals and they make patrons from other strata uncomfortable. That, of course, is in connection with that other statement that you made that prison library patrons are apt not to be accustomed to libraries and may be intimidated, so you are not asking for anything revolutionary there, and I recognize this.

(Laughter.)

But these two comments, I wonder if you would be willing to just think about them and say what you believe?

MR. MASON: Well, the --

COLONEL AINES: First, with authority.

MR. MASON: As far as the first one is concerned, I don't think that this is a pipe dream at all.

However, I wish I had exact statistics on library setups throughout the country, but I know that some of the most successful ones have been, you know, Walla Walla --

A VOICE: Couldn't hear you.

COLONEL AINES: Walla Walla, did you say?

MR. MASON: Right.

THE CHAIRMAN: It is already working in your state. I mean, your particular library is an instance of it.

MR. MASON: Yes, I don't want to sound immodest.

THE CHAIRMAN: Well, you made it quite clear.

MR. MASON: I won't admit that it is a bed of roses because you do have the problem of working for two bosses. I mean, I am employed by the state library but at the same time there are security measures which come in.

As an example of this, we have a hi-fi system, and the men very much like in the summer months when it is warm, they like to have the hi-fi, the speakers, placed in the windows of the library so that they can go out in the yard and listen to rock music. They really like this a lot. So we do that.

But I have had a lot of trouble with guards who will complain that the noise is so loud that if a fight were to start in the yard, they couldn't hear it, or something like that. So, you know, there are all kinds of detailed negotiations about where the knob of the speaker is going to go.

(Laughter.)

But I think that if you compared the record, I think that you would find that the outside agency is superior. I hate to get back to a case at law, but I don't know if you are familiar with it, but the cases of Gilmore versus Lynch and, let's see, Younger versus Gilmore. These were cases in California which resulted from the attempt by the California Department of Corrections to reduce the law collection in each, or it might mean -- at any rate to standardize the law collection to twelve different works in the institution and throw all the rest of it, of the works, out. They wanted a standard collection for each institution in the state. And this case went to the California Supreme Court, and finally to the U. S. Supreme Court, and it was decided in favor of the prisoners, who brought this as a class action.

Well, this way, you know, a lot of law books were thrown away in this process and it cost the State of California an awful lot of money, and it is the type of attitude which would permit somebody just to go into a law collection and throw away countless numbers of books in favor of having a nice standardized collection.

This is, to my way of thinking, this is not librarianship, and it is what happens when you have somebody who is definitely opposed to the practice of law and, you know, trying to use institutional authority to put this idea through.

THE CHAIRMAN: Well, Mr. Mason, I am afraid the clock is moving on and we must get on.

But I do want to announce for the benefit of the people here that Mr. Mason also sent, along with his own testimony, a statement on the uses and functions of the Montana State Prison Library, written by an inmate, a man who has been there for six years. It is a very helpful, first-hand account, and I want to thank you for having sent it along. We will certainly make it a part of our record.

Thank you. Right. Can we now hear from Mary Louise Stong?

Whereupon

MARY LOUISE STONG

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: I don't imagine Miss Stong needs much introduction to this community. Her efforts to this community on behalf of the public library are well known and much appreciated.

Now would you like to add to the statement you have sent us, Miss Stong? Or would you want us to just put questions to you right off?

MISS STONG: Well, I have one short comment that I would like to make -- there are many that I could make, but one short one:

And that is that I hope that you will try to get as much national coverage through the news media of whatever findings and recommendations you have, because I feel that libraries are really just hidden under a bushel basket or something, and not getting the publicity they need. They are being ignored by the legislators at the state and national level, and we need as much publicity as we can possibly get.

THE CHAIRMAN: Well, we agree, and we keep trying and, as you know, it is an uphill struggle.

Mr. Lerner has this interest very much in mind, and he is a member of the Commission and he is a newspaper publisher.

MISS STONG: I was delighted to hear that last

last night!

(Laughter.)

THE CHAIRMAN: He has been very helpful to us, but it is hard, as you know.

MISS STONG: Yes.

THE CHAIRMAN: It does not seem to have a high priority with newspaper people, We must keep trying.

Now, Mr. Lorenz.

MR. LORENZ: In doing your successful lobbying for the San Francisco Public Library, Miss Stong, what have you found to be the effective points that can be made in getting response?

MISS STONG: Well, I think that the most effective point is how citizens want their tax dollars spent. I think that this is the point that I was trying to emphasize in my testimony, is that the library profession has stressed what the needs of the libraries are to do a job, but there are many needs.

Mr. Anderson, who was mentioning revenue sharing, spoke about the great numbers of requests that there are in the city for the revenue sharing funds. The first year I think it would be nineteen million dollars and they have received seventy-five million dollars in requests, so it is a case of trying to assign priorities and trying to divide up the tax dollars -- either the city property tax dollars or the revenue sharing tax dollars.

And citizens are the only ones who can really get the word to the legislatures and tell them how they want their tax dollar divided, and what in their minds are the priorities. If you are threatened with the middle class moving out of San Francisco, and they come to City Hall and say "We want good branch libraries, we want a good main library" -- this is important to the legislators.

THE CHAIRMAN: How do you mobilize citizen opinion on establishing priorities when you think of all of the very important things in the city that people think money should be spent on -- added police protection, better transportation, welfare, minorities, drug abuse -- all of these things? Libraries are one of fifteen -- all very important problems. How do you get them to balance and come forward with libraries as really being in there?

MISS STONG: They have to be aware of the fact that there is a problem to begin with. I think we have had citizen concern expressed in this city for many years now, simply by going out to neighborhood leaders and to community leaders and helping them to understand the problem of a library.

The Friends have been able to educate people. They didn't lobby, except in a very minimal amount, in past years because of the tax problems, but they can do a tremendous job of educating people and involving community leaders and making them aware of the libraries' problems.

This year we have had a great assist. The library was threatened to close -- the Library Commission threatened to close three branch libraries and this just brought the house down. The Library Commission received petitions with 19,000 names on them for these three little branches out of our twenty-seven branches in the City.

So then when we had a fire in another branch library later on, and I was talking to one of the supervisors, he told me that he had had more mail on the Ortega Branch fire than he had had on anything but the sewer tax!

(Laughter.)

Now the other way is we just have to have assistance, and Grace MacDuff is here and, I hope, can speak later, and she has been tremendous in getting cooperation from the newspapers and worked closely in developing good cooperation with the newspapers, and we got into the problem, the overall problem, of the library.

THE CHAIRMAN: Lou.

MR. LERNER: Well, I think that the real problem here is, do we always go in terms of funding of public libraries today right to the brink of disaster and then have to come back from there? Do we have to go to closing down branches or cutting back hours? One burned down -- how to get it back? Is it necessary next year to do that and the year after and the year after that?

What are the possibilities for the future?

MISS STONG: I think that this is another place that federal funding could be helpful is in -- right now we would like to show the city what good service is, with a couple of pilot libraries that would demonstrate offensive planning, not defensive funding!

(Laughter.)

That is what we are continually faced with. I just agree with you so heartily! I think that this is the kind of thing that could be very helpful, because I think that it is going to be hard to get it out of city revenue sharing.

THE CHAIRMAN: Are there any plans for changing the tax base to finance the libraries in California?

MISS STONG: Well, there is a proposal -- and we talked to some of you about this last night and, oh, my, there is a public library network in California now. The funding of it is presently being supplied almost entirely by the local government agencies making up these regional networks. This is utterly unsatisfactory. There is no equitable way of assessing charges back to the local agencies. Really, the smallest little community is the one who needs the most service.

The biggest community is the one who furnishes the most services outside, and yet they are the ones with the biggest tax base.

There is the crunch on the local property tax, and the present state tax plans seem to indicate that it is going to get worse, not better. There is a natural reluctance to take tax dollars out of a local jurisdiction into a system; you simply have to have state and federal funds to make these systems work. You can't fund them from the local tax base.

THE CHAIRMAN: Lou.

MR. LERNER: What is the relationship of the San Francisco Public Library to public libraries in the surrounding areas?

Can a suburbanite, you know, use your library? Can a San Franciscan use a suburban library? What are the restrictions on use?

MISS STONG: I can't answer for the suburban libraries and what their restrictions are, but I hope I can answer correctly for the San Francisco one:

There is a charge for an outside - anyone on the outside coming in, and this includes people working in San Francisco, and businesses that pay taxes here. They have to pay a charge to use our public library, anyone from the outside of San Francisco.

However, through the Bay Area Reference and your own local library, someone living in San Mateo can get a book from the San Francisco Public Library through the San Mateo library, and someone in San Francisco can get a book from the

San Mateo library by going to the San Francisco library and getting it without any charge.

THE CHAIRMAN: Carlos.

DR. CUADRA: In the commercial marketplace, as everyone knows, the products that people want succeed and those that they don't want fail, and it is sort of -- the buyer decides.

I wonder what it is about library service that makes it necessary to have to mobilize support. Is the service somehow that subtle? Or is there not really the kind of demand that generates its own support?

MISS STONG: I am not quite sure what the answer is, but I do query this having to mobilize support as being unique to libraries. I certainly think that the schools have been forced to mobilize support, and they have been perhaps much more active in doing it. Now why, I don't know. I do think that the schools are the first thing that come to people's minds, but I think that the schools don't -- didn't just get greater financing even though it may not be enough.

When we were out in Sacramento Monday, and we were in the Department of Education, I said "Every time I look at this budget in the Education Department, I see $800,000 -- and all of these millions and only $800,000 for our library systems in California, I just get mad that, you know, libraries aren't doing better." I don't get mad that schools are getting it; you know, this is great that they are getting it; they need it. But I just get mad that libraries aren't getting more.

And the man that we were talking to said, "Well, the reason is that people aren't making enough clamor, and this is what they have got to do." And I think we have got to educate them to this clamor.

THE CHAIRMAN: Was it in your testimony or someone else's that mentioned that the $800,000 that did come was only a fraction of what had been expected?

MISS STONG: Oh, yes.

THE CHAIRMAN: That it was supposed to have produced ten million dollars?

MISS STONG: Right, it was supposed to be about nine million dollars this year when the legislation was originally passed in '63.

THE CHAIRMAN: O. K., Kitty.

MISS SCOTT: You spoke about your pilot libraries and demonstrations.

MISS STONG: Yes.

MISS SCOTT: Could you name what services you think are lacking now? Is it the fact that they are not giving information service?

MISS STONG: Well --

MISS SCOTT: Or serving the center for information?

MISS STONG: I think this is certainly true. If you go to many of our libraries, they are old -- and I love them, in many ways -- but I am a library user, and I think that they tend to not go out and bring in the non-user, which would be one of the objectives certainly.

Another would be to try and incorporate more types of information than we presently are incorporating and faster access to information.

I think that one of the most exciting things that could be done would be to make the main library information perhaps more available to branch library users. I think that they are not presently aware of much information that is available to them. I go out into the neighborhoods and I hear them say that "We go buy books because we can't get them through the branch." Well, I think that they could, if they knew -- you know.

THE CHAIRMAN: Bessie -- unless, Chuck, is your question directly on this?

MR. STEVENS: Yes.

THE CHAIRMAN: O. K.

MR. STEVENS: Thank you.

One of the things that I have learned about children's services here in San Francisco is that in the twenty-seven branches -- if that is the right number -- there are too few children's librarians, and I believe that speaks to

Kitty Scott's question -- if you had more money, where would you go?

I think that Effie Lee Morris, if she were going to testify today, would say, "Well, one of the things that we need to do in reaching the unreached is make sure that those twenty-seven libraries have more than one librarian per person, and that at least in many more of those libraries that person be someone who is ready to deliver services to the special needs of very small and young children.

MRS. MOORE: I wanted to ask Miss Stong what effect she thinks the wide use of paperbacks has had on the problem of the average user, who simply goes to a good paperback store and picks up what he sees that he is interested in?

MISS STONG: I think it is great, and it is one of the things that would be in a modern information center, is more paperbacks. This has been tremendous. You know, they have installed -- did you happen to go on our second floor last night? You probably didn't.

MRS. MOORE: No.

MISS STONG: Of the main library? One of the really innovative things that we have gotten in the main library is putting a popular library on the first floor rack and back on the second floor in the hallway area, and there is a tremendous increase in use.

THE CHAIRMAN: Andy, did you have a question? And then Lou.

COLONEL AINES: I would like to return to Dr. Cuadra's question because, somehow or other, I feel that when a constituency leaves, that when your funds begin to dwindle, and you ask yourself a question, "Can I actually create at this particular moment, with the whims of the public, the kind of organization, the kind of institution that I now have, in terms of the public demand, if you will, " there is something tied into that which makes it a little bit tougher than simply saying "We have got to pound the drums and get our good share of the funds that other groups are getting".

There has to be something of a market there that cries out for service.

MISS STONG: I think there is.

COLONEL AINES: I know you have thought about this. Would you be willing to say a little bit more about it?

MISS STONG: Yes, this is what I, you know, really have -- what I am saying is there is a market, people do want the service. We definitely have seen that. I just don't think there is any question about that.

THE CHAIRMAN: Lou and then John.

MR. LERNER: At the last meeting of the Commission, we had some testimony or someone suggested that one way to solve the problem of library funding would be in fact to charge people for the use of libraries, and people who couldn't afford it, well, we would give them library stamps, as we give people food stamps or information stamps or whatever it would be.

Would you comment on that concept of charging for library use?

MISS STONG: I would be happy to. I commented on it -- I hadn't heard of the food stamp idea, but I commented on it in my testimony that I think it would be the downfall of civilization, I guess!

(Laughter.)

I just think that free libraries are the basis of our democracy and education in this country, and that it would be the most terrible thing that ever happened. I think that one of the neatest ways of expressing it is that it is simply another form of taxation, and that it is not an equitable form of taxation really, when you do it that way. You keep out the ones who perhaps have library usage as a low priority, but this doesn't necessarily mean that their requirements aren't there.

And I think that this is just -- there is no way around this particular question -- it is just tragedy when you do that.

THE CHAIRMAN: We have got time for one more question. John,

MR. LORENZ: As I gather from what you say, Miss

Stong, you feel that most people want good libraries because it is part of their definition of what a good community or a good neighborhood must have.

And now can you go a bit further and generalize perhaps in terms of when they think of a good library, what is their concept of a good library, and what that service should be?

MISS STONG: I would like to, before I go into that, I would like to say that I think it is much further than just neighborhoods because I think that in San Francisco we are headquarters for a large number of citizens groups that are vitally dependent upon libraries, and that the needs here extend far beyond the neighborhoods.

I have talked about this in terms of arousing citizens' concern because that is where the vast number of citizens are, but certainly it is great.

I think that the quick access to information is how people evaluate whether or not they can get what they want.

MR. LORENZ: Yes.

MISS STONG: This is how they evaluate whether or not their services are good.

MR. LORENZ: So it is on the information side, rather than the recreational side?

MISS STONG: I would say definitely in San Francisco it is, yes. This is a very highly educated city, and, you know, I think we have the highest number of college graduates and this kind of thing of most any city in the country.

THE CHAIRMAN: Well, thank you very much, Miss Stong.

We would like next to hear from Mr. Manuel Herrera. Is he here?

Whereupon,

MANUEL HERRERA

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Herrera is with the Idaho State Library in Service to Migrant Workers.

Mr. Herrera, would you want to start with adding something to your testimony or would you like us to go directly into questions?

MR. HERRERA: I would to stress one important point. You see, I am not a professional librarian. I was hired to be a bookmobile driver.

THE CHAIRMAN: Could you come a little closer to the mike? I am afraid we can't hear you.

MR. HERRERA: I was saying I was hired to be a bookmobile driver, and I am not a professional librarian.

And this program was during the summer months, but during the winter months I work in -- you know, the needs that I want to discuss are the needs of the Mexican American and that is that they need books in English, they need books to learn how to live in the community, and most of the parents of the children didn't have the opportunity, and all they ask for is the books so their kids can have the opportunity to have the same thing that every other kid has.

THE CHAIRMAN: I just wanted to tell you, Mr. Herrera, don't let the fact that you are not a professional librarian dissuade you in any way. We have no trouble getting testimony from professional librarians.

(Laughter.)

We really want to hear from other people who are connected with library users and all sorts of other aspects too. And so we value your appearance here very much. Now did I see someone ready for a question?

Lou.

MR. LERNER: One of the things that I was really fascinated with is a couple of sentences in your evaluation here and I will read them:

> "Mexicans are a very proud people and the bookmobile was looked upon as another charity. The concept of providing library materials in order to have informational, educational and recreational materials available to individuals was unknown."

This seems to be a real key to the whole problem. Do people --

THE CHAIRMAN: This is actually a conclusion of the study then?

MR. LERNER: Yes. How do you get around this? You know, do people look upon the librarian or the bookmobile as a -- you know, like a cop or like a welfare worker? How do you change this outlook? What are you doing about changing that outlook?

MR. HERRERA: Well, most of the people, you could say, like me and trust me and on a hot day they bring me water. But they ask me for suggestions and I give them the suggestions.

MR. LERNER: It is a personal thing then, a person to person basis?

MR. HERRERA: Yes.

MR. LERNER: Not institutional.

THE CHAIRMAN: Do you think that the bookmobile as a way of getting directly in contact with the people and bringing the stuff there is probably the most effective way that this could be done, this education job?

MR. HERRERA: Yes, I do, because most of the little towns, the libraries, the public libraries, are located somewhere like in an area and the little towns are like thirty or forty miles away and it is hard for them to come in and get books, and stuff, and so this way we have the bookmobile and we can go out to them and they really appreciate it.

THE CHAIRMAN: Right. Carlos.

DR. CUADRA: Do you think that there would be more use of the bookmobile if there were some charge for service, so that the charity notion wasn't there?

MR. HERRERA: Well, when I made that statement, I meant that the people are very proud, and that when you give them something, they think that it is cheap -- and it is the way you use it that it is like charity.

But they trust me, and I tell them that the books are meant for them, and that we will check them out to them for a week, and that they should bring them back, and if they are not done, we check them out for another week, and, you know, they just know it now. They trust me.

DR. CUADRA: I was wondering about the people that don't use the bookmobile, you know, the ones that you don't talk to, whether there are people that are staying away because of their concept that this is a charity? Or maybe the people that you talk to tell other people that they talk to?

MR. HERRERA: Well, when this program was first started, most of the older people didn't know that they were there and they thought that it was just for the children and when this lady from Washington came down, and we interviewed some of the people in that camp -- and they finally realized that it was for everyone and it was not just for the children.

THE CHAIRMAN: I noticed your statistics, Mr. Herrera. They showed a rather steady and good growth, and then after July it fell off a bit, although it is still much better than it was.

Is there some seasonal reason for this?

MR. HERRERA: Yes, there was. In some of the camps some of the people go up -- like the people who go up to Oregon to pick the beans and then they come back, and so during this time -- a month maybe or so -- and then it comes up.

THE CHAIRMAN: So your population actually changes from month to month?

MR. HERRERA: Yes.

THE CHAIRMAN: Mr. Dunlap.

DEAN DUNLAP: In your testimony, you say nothing about the proportion of illiterates among migratory workers. I would think that would be a hurdle that you would have to surmount at the very beginning.

MR. HERRERA: Well, would you go back?

DEAN DUNLAP: Yes, in your testimony you don't indicate how many of the migratory workers can read, as opposed to the number that can't read at all. And I would think that in reaching them, that you would not only be concerned about the reaction that they think that the books are for children, or that they don't like charity in books, but many of them can't read anyway. Or are they -- have they all gone to school and are they able to read either Spanish or English?

MR. HERRERA: Well, this is the point that I am trying to stress.

We have books that help people to read, and the majority of the people know how to read, and so that's it.

MISS SCOTT: Have you received any funding from the Right to Read Program, or have any of those people shown an interest in your particular problem?

MR. HERRERA: There are a lot of people that are interested and in fact there are some programs and I was put on this program and I was put on TV and there was a big article in the paper. So there are a lot of people that think that this is a real good program, and I think it is too.

THE CHAIRMAN: Does the Idaho State Library now supply you with most of the funds you need or do you get private funds too?

MR. HERRERA: The Idaho State Library.

THE CHAIRMAN: Most of it?

MR. HERRERA: Yes.

THE CHAIRMAN: John.

MR. LORENZ: Do you work with the school people -- the school superintendents and the principals and the teachers in your service?

MR. HERRERA: No, I do go to some Head Start for like Mexican people, White people, and I work with, I would say, with the Head Start ladies.

MR. LORENZ: So you do find that other people working in social and education programs try to help you with your service?

MR. HERRERA: Yes.

MR. LORENZ: The other leaders.

THE CHAIRMAN: Mrs. Moore.

MRS. MOORE: You probably do not know this, but there is a National Center and Registry for the children of all migrant workers, and when a migrant worker's child enters school, the complete school record and all of the information about that child is available as soon as the mails can get there. It is on the computer.

The National Center happens to operate in the agency where I work, in the State Department of Education in Arkansas. And I was wondering if you knew about this service, and if you could find out who the families are, when they change. Now the schools should have this information so that you -- if you wanted to know what new families were there in the camp -- this information could come to you very quickly, if you used that service.

MR. HERRERA: Yes, I do.

In every camp there is a Camp Manager, and he takes the names of all of the people -- the children and everything -- and where they come from, and what school they are from, and then some of the kids go to school, like, for instance, one of my library aides, came from Texas. She transferred from one school to a school in Morrison, Idaho, and then before they got back, she transferred back home. And this is what some of the people do.

MRS. MOORE: You find this helpful to have this information? You find this information helpful to you, in your work?

MR. HERRERA: Yes.

THE CHAIRMAN: Mr. Herrera, I notice that you had a study made -- or someone had a study made -- by the System Development Corporation.

Was this financed by the Idaho State Library? Did they take an interest in that or was it a private thing? Perhaps Carlos, you --

DR. CUADRA: Yes, this is a study that is funded --

THE CHAIRMAN: Mr. Cuadra is with the System Development Corporation.

DR. CUADRA: This is a study that is funded by the U. S. Office of Education.

THE CHAIRMAN: I see.

DR. CUADRA: And the interviews that Mr. Herrera is referring to were interviews of both users and non-users of services -- and the people that were operating the projects.

THE CHAIRMAN: Right. Well, O. K., we thank you very much for coming, Mr. Herrera.

MR. HERRERA: Thank you very much.

THE CHAIRMAN: We will hear next from Ms. Delilah Wheeler who is also with the Idaho State Library and is working on Service to the Indian Communities.

Whereupon

DELILAH WHEELER

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Ms. Wheeler, your typed information is before us. Would you like to make a statement before we come to the questions?

MS. WHEELER: No, I will just take the questions.

THE CHAIRMAN: Good. Well, I will lead off with the one that I had -- or one of the ones that I had, in reading your testimony. By the way, it did arrive in time and I think that all of the members of the Commission will have read it. But I wondered, in looking at your circulation record, how big a population -- what is the population of the area that your service responds to?

You are getting figures that run to 395, 106, 85. That is out of a population of how big?

MS. WHEELER: Well, the area that I serve is in three sections mainly, and I would say that it is roughly around 3,000.

THE CHAIRMAN: Three thousand?

MS. WHEELER: Yes.

THE CHAIRMAN: So your statistics here are quite good. If you are getting a circulation of 600 or more, you are making good progress.

You also referred to Indian books, meaning Indian -- oriented to Indian problems and looking at the problems from the Indian perspective, is that what you mean? You don't mean books in the Indian languages?

MS. WHEELER: Yes and no.

We would like to have some books, you know, in other languages, and we also would like to have some books, you know, that are just good Indian books -- I mean, you know, books about the forefathers, what the forefathers have done.

THE CHAIRMAN: Yes.

MS. WHEELER: And some fiction and the like.

THE CHAIRMAN: Now, you know, in most of these, the Indians in these communities don't have a written language, do they?

That is where the audio-visual service would be very important.

MS. WHEELER: That is the way it has been.

THE CHAIRMAN: Do the members of the Commission want to ask Ms. Wheeler some questions?

John.

MR. LORENZ: Is there any possibility -- or perhaps it is already in practice -- that the service can be supplemented by funds provided from the Department of the Interior?

MS. WHEELER: Well, it is supplemented by that, yes.

MR.LORENZ: It is now?

MS. WHEELER: Partly,

MR. LORENZ: Can you tell us about to what degree? What percentage of your service support is from the Department of the Interior funds?

MS. WHEELER: I really can't say.

MR. LORENZ: Is it less than fifty per cent though? Less than half?

MS. WHEELER: I imagine, yes.

MR. LORENZ: Do you include audio-visual materials in your service?

MS. WHEELER: Not in my services as librarian of the bookmobile library, I don't. But there are services at the library for use of the people; yes, we do have those.

MR. LORENZ: Yes.

THE CHAIRMAN: Lou.

MR. LERNER: Apparently, most of the users of the bookmobile are kids instead of adults -- that is the feeling I got from reading your testimony.

What is your mix, you know, of adults that use the bookmobile. and kids?

MS. WHEELER: Well, it is about really half and half. I have got just as many.

The older people, you know, like to look at the picture books and that is what they, you know, mostly check out.

And I have copies of the newspapers, both the Black and the Pocatella, and I also get another newspaper which is from Wyoming, and which has proved, you know, quite good, because a lot of the people that I serve come from Wyoming as well and they do speak the Shoshone language.

MR. LERNER: How uptight do you get if people don't bring books back?

MS. WHEELER: Well, I really don't get, you know, as excited as some would expect. But I generally don't have to worry because they pretty well, you know, will bring books back.

THE CHAIRMAN: Mr. Becker.

MR. BECKER: Ms. Wheeler, it sounds like you have got a chance for a new library in this Human Resources Building that you described.

MS. WHEELER: Yes.

MR. BECKER: How is that coming? And what kind of a library would it be? And what kind of help would you need in making it better?

MS. WHEELER: Well, the Human Resources Building hasn't even, you know, started to be built and it is just like a dream. And so I really don't know what to say about it yet, because the first brick has not even been laid.

MR. LORENZ: Where would those funds come from for that building?

MS. WHEELER: I believe it is coming from somewhere from Washington. I am not sure exactly where it is from.

THE CHAIRMAN: I meant to ask -- perhaps you know the answer, John -- but does the Library Services and Construction Act apply in these areas as well? Or are they forced to go through the Department of the Interior?

MR. LORENZ: No, I believe that the funds through the L. S. C. A. could be used for these purposes. I don't know what the restrictions are, in terms of the state placing a building within reservation lands.

Perhaps you know. Are there state buildings within reservation territories?

MS. WHEELER: No, there aren't. There aren't any state buildings, but there are federal buildings.

MR. LORENZ: Yes.

THE CHAIRMAN: Federal?

MS. WHEELER: Yes.

MR. LORENZ: Have there been any organized efforts to have materials published that would be of interest to the people you serve?

MS. WHEELER: Yes, there has been. There was one author who published something there that was quite interesting.

THE CHAIRMAN: Do your services mainly supplement the school libraries? Or have the schools got libraries at all?

MS. WHEELER: The schools do have their own libraries.

THE CHAIRMAN: They do?

MS. WHEELER: My services are mainly, you know, to the different branches that cannot get library books from town.

THE CHAIRMAN: I see. The outlying areas.

MS. WHEELER: Yes, the outlying districts.

THE CHAIRMAN: Any other questions?

Yes, Bessie.

MRS. MOORE: I noticed that you give service in the evenings.

MS. WHEELER: Yes. I work mainly from 1;00 o'clock to 9:00 o'clock or to 9:30 in the evenings.

MRS. MOORE: Do you find this satisfactory?

MS. WHEELER: I find it very satisfactory. It is most satisfactory.

But during the summer now, I was thinking of changing my hours a little bit from about nine to five-thirty because the children, you know, are home more in the summer than in the fall.

MRS. MOORE: Do the adults come in the evening hours? Do you have the parents?

MS. WHEELER: Yes, I do have all of the groups.

THE CHAIRMAN: Any other questions?

MR. LORENZ: Are you considered a state library employee? Or are you an employee of the reservation?

MS. WHEELER: I am a state employee.

THE CHAIRMAN: Well, thank you, Ms. Wheeler.

MS. WHEELER: Yes.

THE CHAIRMAN: Let's see, is Mr. Carlson here?

MRS. RESZETAR: No, he isn't here. Mr. Swain is here.

THE CHAIRMAN: Carlson is not here. But what about Ms. Duich? Is she here? Is Ms. Duich here?

Ms. Duich, would you like to take Mr. Carlson's fifteen minutes or would you prefer to wait until this afternoon?

Whereupon

LOUISE DUICH

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Ms. Duich, you are a trustee of the Whittier Public Library, and you have already sent us your testimony, but if you want to add to it or comment on it or draw our attention to anything in particular that you want to focus on, please do so now.

MS. DUICH: I did want to add -- to make a correction, and my correction has to do with the second paragraph in the testimony, where I have indicated that the trustee is in the unique position of forming a liaison between the public and the professional library world and I implied, but did not state, that I thought that this was really a three-way situation, where the trustee is actually the liaison between the public, the library and, in our case, the city administration or the public administration, rather than just a two-way process.

THE CHAIRMAN: Yes.

MS. DUICH: I wanted to also add to the statement that I made about the qualification and training of the trustee. I feel -- and I have talked to others since about this -- the librarian is the person who is in the best position to train or, if you will, indoctrinate the trustee, in order that that trustee may give the best possible service to the library and the library community.

This should be an on-going process, and perhaps librarians, in some cases -- not in ours -- have felt that the trustees are aware of all of the materials which are available and which would help them better serve their community. Most trustees are not.

Perhaps one of the weaknesses is that some of the appointees are extremely busy people, business people, who haven't time to read all of the materials. But in this case there must be a way to digest some of these things so that they will be available.

THE CHAIRMAN: Yes.

MS. DUICH: I do want to express a concern which was recently written about in an article in the Library Journal that has to do with the social responsibility of the group in the American Library Association.

For some time many of us, whether we are conservative or liberal or moderate or whatever the political background, it has nothing to do with the feeling that our libraries are the one place or the last place which must remain neutral. We want our libraries to be areas where all opinions are represented, and we feel that if our librarians take a public stance on social issues that a bias is presented to our library supporting public.

THE CHAIRMAN: Now you did seem to be concerned about censorship.

MS. DUICH: Oh, yes.

THE CHAIRMAN: Is that what you are concerned about?

MS. DUICH: I am concerned about censorship, but in this particular area -- and Mr. -- I think it was Berminghausen -- said it much better than I in the Library Journal and the concern was the reverse of the old idea of censorship -- we want conflicting viewpoints represented, but we don't want anyone to say that "This is best for you and we must educate you to accept the right kinds of materials and support the right kinds of viewpoints."

THE CHAIRMAN: Yes.

MS. DUICH: I think that is really all I wanted to say.

THE CHAIRMAN: Now we have got several people on the Commission who are library trustees and who are interested in that.

Mr. Velde.

MR. VELDE: I was wondering, on your board, what efforts do you make in the training of trustees?

MS. DUICH: We have been, for seventeen years, most fortunate in having librarians who have been dedicated to perfecting library service.

Margaret Fullman has recently retired, and she -- as each new board members is appointed to the board -- she orients that board member and works with them and suggests materials that will be helpful. And also our new librarian is well qualified also.

MR. VELDE: Do you find through the state that the trustees who attend the conferences and all sort of get the word, and the ones that you really try to reach that don't go, how can you reach those people that don't attend any workshops, that just go to board meetings?

MS. DUICH: I think there it is an individual thing. It depends on the qualifications, the interest and the expertise of those who do go and attend, how much they bring back, how interested they are in sharing their information, and the librarian's giving the information to the individual trustees. Part of it, of course, has to do with the fact that a great deal depends on the appointments that are made.

For example, our League of Women Voters in Whittier two years ago did a local study on boards and commissions, and out of this came some recommendations which were valuable and perhaps the qualifications for the appointees for this. Rather than appointing trustees who are watchdogs of public funds, the feeling was that a trustee should be appointed who had an interest in supporting the library and not just watching the city funds, that that could be left to the city administration, the city council, or whatever the group happened to be.

THE CHAIRMAN: This matter of educating trustees reminds me that some years ago Beardsley Rummel wrote a little book called "Memo to a Trustee", which was aimed at college trustees and to get them to understand what their jobs and responsibilities and opportunities were. It had a tremendous effect and it was taken very seriously by college trustees.

Does any literature like that exist for library trustees?

MS. DUICH: There is an excellent book entitled "The Library Trustee", which is still available.

THE CHAIRMAN: There is?

MS. DUICH: And some of my material was taken from that.

MRS. MOORE: Virginia Young, who testified at the --

THE CHAIRMAN: So that you wouldn't say that there is a need for some kind of a publication of that sort?

MR. VELDE: Well, there is a need for on-going efforts very definitely because there again it seems like the time needs to be taken out of the meeting, the local board meetings, to take some time for library trustee training.

MS. DUICH: Yes, that is true.

MR. VELDE: Because there are some that just don't get the message unless it is a continuing thing, because they keep changing.

MS. DUICH: The A. L. T. A. -- the American Library Section for Trustees doesn't publish frequently enough. I think that the little paper that they publish would be invaluable if trustees would receive something of this sort oftener so that we could get ideas about things that are happening in the rest of the library world, that are of special interest to trustees, and I mentioned this one item that came from the publication that had to do with a project in New Hampshire, a trustee consultant program which sounded interesting.

There is an effort being made under the new California Library Association organization to set up another trustee's chapter. The trustee's chapter disappeared with the new organization. They were included in the California Institute of Libraries part of the organization, which includes administrators.

But the trustees felt that they had some special problems and they will attempt this year to organize.

MR. VELDE: There is a bad feature really in trustees around the country. The urban trustee has such a different problem than some of the smaller communities.

Do you still meet with the urban trustees in California and have meetings?

MS. DUICH: There are very few joint meetings of trustees.

It has been attempted. It is a difficult problem of getting trustees to attend when you have business people who are appointees and cannot attend some of these meetings, but in order to have representation from all parts of the community, so that the trustee actually serves as a liaison with the community, you cannot leave these people out. They must be represented. That segment of the community must be represented also.

THE CHAIRMAN: Mr. Stevens.

MR. STEVENS: Do you think library trustees get in the way of library cooperation?

Someone said recently that libraries can't cooperate until there is a willingness to surrender some territory, until there is a willingness to surrender some authority, to be less independent on their own. And I wondered if libraries stand in the way of that independence -- library trustees?

MS. DUICH: I think probably they do when they serve as watchdogs on the community funds. But I don't think this is the ideal function of a trustee.

Many of the trustee boards and commissions are purely advisory and there is a trend or I suppose that, eventually, if they continue to exist at all, that they will be advisory rather than administrative. And perhaps that is a healthy thing because they can still serve in their capacity as liaison with all segments of the community whether or not they are advisory or administrative.

After I have defended trustees now for some time, I read just before I came here about the situation -- I think it was in Madison which seemed to me to point up the need for this. I don't know the situation there, but I think that that is --

MR. STEVENS: Well, I wonder, if I might pursue it just another moment, to ask you if there aren't some trustees who value their position as trustees and wouldn't willingly surrender the autonomy of their whole library to a joint trustee board on the grounds that they themselves would no longer then be a trustee.

Are there people who cling to the notion of the role of the trustee as a thing in society and thereby block library cooperation?

MS. DUICH: There may be. I can't answer that. I don't think there is that belief on our board.

However, as far as autonomy is concerned, I am quite sure that not only the trustees but the city administration would not look kindly on any effort to undermine the autonomy of the local system.

THE CHAIRMAN: Now you come out very strongly in your testimony against consolidation, by which I take it you mean any plan for consolidating fiscal support and the administrative structure for the libraries.

But there is a distinction between that and cooperation.

MS. DUICH: It was a matter of semantics.

THE CHAIRMAN: Yes.

MS. DUICH: And as I review the question, I thought perhaps I should have specified. The word "consolidation" means to me one thing, and in discussing it something, while "cooperation" is something entirely different.

Now we are a part of a metropolitan system and, in fact, Whittier is one of the four corner posts of that system and it has been of great benefit to us. We have had a serious problem with that funding because Whittier, as one of the cornerstones, might have to assume more expense than the city council would be able or willing to countenance.

They have a problem, as other cities do -- for the first time in Whittier there is a city employee problem. There is a serious police and fire department effort for an increase in salaries and in a city which has a hold-the-line tax base, this does present a problem -- and then if these increases all go to the other departments, the library is in jeopardy.

THE CHAIRMAN: All right, now what about cooperative plans and spreading the resources among libraries and getting everything all together? Is there any plan of that nature?

MS. DUICH: Oh, yes.

THE CHAIRMAN: Going on, on a regional basis, in which you participate?

MS. DUICH: The regional effort, our metropolitan system --

THE CHAIRMAN: I meant the metropolitan system.

MS. DUICH: Yes, I think we have someone who will probably give testimony on that. I know that the Director of the Metropolitan Systems is here.

THE CHAIRMAN: Right.

MS. DUICH: So she will be answering any questions.

It has been of benefit to us.

Of course, there is the fact that our libraries have received moneys to purchase materials which become part of our library whether the system survives it or not. And there is a delivery service, teletype communications, which is of benefit to all libraries in the system.

I personally feel -- and I think that all of our Board members do -- that they are of great benefit and would be of additional benefit if it would develop in the years ahead.

THE CHAIRMAN: Carlos.

DR. CUADRA: Some of the library literature comments attribute the declining fortunes of libraries to their being "out of touch" with many of their users, especially in urban centers.

And in your testimony you comment on the importance of understanding a community's needs. How does one assess those communities, the community information needs? How do the trustees satisfy themselves that they really understand what the needs are? Or how do you help the library to assess those needs?

MS. DUICH: Well, in making appointments to the Library Boards of Trustees, I think that you select people who reach into the community -- organizationally and in other ways.

For example, I am quite sure that my appointment was made because I have been active in several different groups and would be able to talk with these various groups -- the League of Women Voters, for example, and the Association of University Women -- the membership is large enough in our area that in talking to these various groups and then in turn with the groups that they touch, you reach a great number of people, and there is always an opportunity to talk libraries or at least to make comments which support library activities.

The only danger -- and I think it may be a very real danger, and I think I mentioned that -- is the fact that if we reach the point where we are depending upon volunteer funding, for example, as a result of this type of public relations, our city government then in turn begins to rely on this and our purpose is defeated because they cut our budget, knowing that a certain group is going to provide "X" number of dollars.

DR. CUADRA: Do you have trustees who can adequately represent the views of people who are not users, who are non-users of the library? Are there trustees like that, who are touching the communities that tend not to use libraries?

MS. DUICH: Only as the projects of the various organizations reach out to touch these areas, perhaps -- each trustee has a background of groups which he knows most about, and I would think that, oh, for example, one of our trustees is the Vice President of a small manufacturing concern with a few hundred employees. You have different trustees in this type of capacity and does that answer your question?

DR. CUADRA: Yes.

THE CHAIRMAN: John.

MR. LORENZ: What county is Whittier part of?

MS. DUICH: Los Angeles.

MR. LORENZ: Yes, but you are not part of the Los Angeles County system?

MS. DUICH: No, we are not. The Whittier Public Library is an independent library funded by the city.

MR. LORENZ: But nevertheless you are part of the metropolitan plan?

MS. DUICH: Yes.

MR. LORENZ: Which would include the Los Angeles County libraries?

MS. DUICH: No.

MR. LORENZ: Los Angeles County --

MS. DUICH: The library is not a part of the metropolitan system.

MR. LORENZ: But you are concerned and interested in the state plan?

MS. DUICH: Yes.

MR. LORENZ: For library systems?

MS. DUICH: Yes.

MR. LORENZ: And you are supporting state legislation and funding for library systems?

MS. DUICH: That's right. We believe in the cooperative basis, the network plan, rather than an overall administration which would control the buying and selection of books on a huge overall basis.

MR. LORENZ: Was it the state legislation that would increase the state funding that your city administrators were against?

MS. DUICH: Our city administrators did not take the position of being against it. They -- we have one city councilman who -- and I think this is always true, that you may have one who feels that there is a danger in anything which requires more tax dollars. And the question was asked rather then that we get more information about "Where is this money coming from?"

We had given the answer that should have sufficed, but it didn't. We made the information available. But it wasn't that they were against it as a group. They simply didn't vote on it. They simply didn't vote to support the resolution and didn't vote against it.

THE CHAIRMAN: Any other questions?

MRS. MOORE: I wanted to ask her.

THE CHAIRMAN: Bessie.

MRS. MOORE: I noticed that you have been reading about what happened in other places.

And one of the problems, I think, with library trustees has been that they are too local in their thiniing. And I am pleased that you are reading to know what is going on in other places.

I didn't have it clearly answered whether or not your Board gives some time in meetings to the study of general library problems. Or do you just confine your Board meetings to your own, to just a study of your local administration or passing on bills or whatever?

MS. DUICH: Usually someone on the Board -- depending upon the problems that are going to be discussed -- either on the Board or the librarian brings to the Board things that are of significance. I think more of this could be done.

For example, our Board meets at 8:30 in the morning in order to accommodate the businessmen who are on the Board, so that we attempt to finish by between 9:30 and 10:00 o'clock.

MRS. MOORE: Well, that is longer than the one I heard about not long ago. In fact, the man was presented to me as a very professional library trustee, and in his conversation with me he proudly told me that he had been able, during his tenure of five years, to be certain that no Board meeting lasted more than fifteen minutes!

(Laughter.)

This was a matter of great concern to me, particularly that he should be looked up to as a trustee with vision in that particular area. And this was a point that I wanted to stress, and I am glad that you were considering this.

MS. DUICH: If more money could be made available, if there were more funds to assure that certain professional publications are available; and there isn't any reason why, it seems to me, that librarians couldn't suggest these things. They are the professionals. They would know what articles and materials would be of most help to the trustee in this assignment.

MRS. MOORE: Do you have an item in your budget which will allow you to attend the National Meeting of Trustees?

MS. DUICH: No, we do not.

In fact, we have so little money in the travel budget right now that we aren't able to pay travel expenses for librarians to the state convention. We are taking steps to correct that. Whether we will be able to will depend on our City Controller and various -- and we also have a project which we have initiated in the Friends group in an attempt to provide more travel moneys for librarians.

THE CHAIRMAN: I think this is a good time for us to call a ten-minute break and give our recorder here a little rest, and we will come back at 10:45 when Mr. Swain will take the stand.

Thank you.

(Whereupon, a short recess was taken, after which the hearing was resumed.)

THE CHAIRMAN: All right, shall we reconvene now? Is Mr. Swain here?

Whereupon

PHILIP SWAIN

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Swain, you are from the Boeing --

MR. SWAIN: Company.

THE CHAIRMAN: Company. All right, would you like to identify yourself for our recorder? And as I understand it, you did not submit any testimony.

Mr. Little, did he send us anything?

MR. SWAIN: No.

THE CHAIRMAN: Fine. Well, would you identify yourself then and we will see.

MR. SWAIN: Mr. Chairman, my name is Philip Swain. My long-winded but, I think, descriptive title at the Boeing Company is Director of Educational Relations, Training and Development.

And I am very happy to be here this morning, representing a company that has a vital interest in the collective information sources of the country's libraries, as well as in the means of providing access to those resources. Perhaps the best way to make you see the nature and extent of that interest would be to briefly describe our internal library organization:

In the Seattle area, for example, we maintain two major technical libraries. These are used by our scientists and engineers to do research and preparation for proposal efforts, to analyze potential markets, to keep up with a flood of new information in their specific fields being generated by others in industry and, of course, in universities and government laboratories.

We subscribe to more than twelve hundred periodicals and maintain an extensive collection of back issues.

One of those two libraries we refer to as our "Space Center Library". It has more than twenty thousand scientific and technical books on its shelves, and a half a million reports -- either hard copies or microfilm.

In addition, we have important information exchanges with other libraries in the area, including both the Seattle Public Library and the University of Washington Library, where by a rather unique arrangement, as we understand it, we have a librarian, a company librarian, stationed full-time in the university library, handling requests that come from the company. I guess I need not say that a proper use of these resources is a real time saver for us.

But there is another important aspect to obtaining information about specific subject matter from our company's point of view. During the past years we have diversified into a number of new fields, and we have need to know what has been done to avoid the position or the hazard of re-inventing the wheel.

Among the new areas that we have become involved in, in recent years, are water reclamation, waste recycling, service transportation, electronic law enforcement support, and community development, among others. Now these have, I think, pretty obviously to you, social and economic and political implications far beyond our traditional business base. And libraries become then more important than ever in keeping our information up to date on these diverse issues.

And finally, let me say that another important value or use of our library resources is that in themselves they frequently are an important part of a bid submitted to a government customer. That is to say, the existence of these resources is a criterion, among many others, in support of the decision.

Well, now , perhaps, that very briefly will indicate why we are interested in information systems in libraries. I suspect that it will be clear to a group such as this that our needs will not be met through a reliance on the information resources that I have named thus far. I did speak of the Public Library and of the University Library. We do have other cooperative relationships that include the Washington State Library, and it includes exchange arrangements with the technical libraries of other major companies in the aerospace and other industries. And we do readily make available to one another on a "no charge" basis information that is not proprietary in nature.

But there is an impediment with which this Commission, I am quite sure, is well acquainted. Much of the external search which our company librarians undertake is done by the rather tedious and ineffective -- or inefficient, I should say -- means of correspondence by letter, postcard, use of the telephone and so forth.

From our experience, we are convinced of the need for some more systematic and ready means of access to the country's total information resources. Conceptually to me this seems to be something in the nature of a national network accessible through some sort of a common language approach.

Now that is enough or perhaps more than enough by way of introductory remarks. I would be very happy to be able to answer any questions you might have.

THE CHAIRMAN: Mr. Swain, if such a network were to be set up, undoubtedly your library has some materials or some resources not of a proprietary nature but valuable material.

Would you be willing to have access to that material as part of the network?

MR. SWAIN: We would.

THE CHAIRMAN: In other words, you don't take a company proprietary attitude toward the whole thing?

MR. SWAIN: No, no, just to certain proprietary material included in the total.

THE CHAIRMAN: Are some of your users now outside of your business, or outside of this special library network that you arrange?

MR. SWAIN: Yes, they are. I can't be precise as to the extent of this usage. I don't think that it is really very great. But I do know -- I am told, I shouldn't say "I know" -- that our periodicals are listed with the Washington State Library, and the access to that.

THE CHAIRMAN: Chuck.

MR. STEVENS: Mr. Swain, I was a special librarian at one time and so I feel this question keenly, and maybe you can tell me the answer that I have been unable to get:

In a company library, where the funds come from a corporate source, if there is a funding cutback -- and Boeing has suffered some of these in the past -- libraries are one of the first things to suffer. And yet your testimony has said --

and I confirm this -- that the library can be an ideal supplier. It can be a function to whom the corporation management eventually turns and says, "Won't you support our proposal in some way, either by your very existence or by providing information that we can use?"

MR. SWAIN: Yes.

MR. STEVENS: Why is it that libraries suffer? As you have heard this morning, the public libraries suffer, the minute the funds are cut -- the library is the first one to go.

And what can this Commission do to change that situation?

MR. SWAIN: Well, to the first part of your question, within the company, I think that it is a fairly good perspective. In recent years, in our industry, we have done a number of different things in the interests of survival, that we might not like to have done otherwise, and cutbacks in libraries and in any number of other important services were among these. But I don't think that the library suffered unduly in this process.

Generally, I think that you might say that it is a pretty elementary view, but it seems to me that the case for libraries needs a better conversation to the public generally.

THE CHAIRMAN: Carlos.

DR. CUADRA: I am interested in your comments about the national network and some sort of rapid access to national resources.

In terms of Boeing's own interests, what would be the priority for different kinds of information that should be available on a national network?

MR. SWAIN: Well, technical-scientific would be the head of the list by a significant margin, I would think, over other classes.

One thing that I did not mention, however, is that as the social responsibility of industry becomes increasingly apparent and acted upon, there are informational needs in the social sciences, and other related areas, that would also be on that list, I would think.

DR. CUADRA: In the scientific and technical area, does your company use some of the commercially available data bases, the public or commercial data bases, like the National Technical Information Service, and Chemical Abstracts, and I. S. I. and things of that sort that are now available?

MR. SWAIN: Yes.

DR. CUADRA: You do use them?

MR. SWAIN: Yes.

THE CHAIRMAN: Andy.

COLONEL AINES: First, my wife and I thank you for providing such a good aircraft that brought us safely to California.

(Laughter.)

MR. SWAIN: Thank you, sir.

COLONEL AINES: I am very much interested in some of your comments, particularly in terms of national posture. Now there is no doubt in the world that in terms of the technology race that goes on continuously, where our competition continues to get stronger throughout the world -- and I guess you can give me essays on that subject -- it is quite noticeable that some of our leading competitors are taking a different attitude about the handling of scientific and technical knowledge than even in our own country.

For example, the Japanese have prepared elaborate studies, white papers, and plans up to the year 2000, on becoming the first information oriented country in the world. The West Germans have now concluded a Five Year Plan -- a very elaborate study -- that likewise is being really prepared in order to make them competitive by the use of information.

We seemingly take a more random approach in our country. We haven't truly organized ourselves, although the Conference Board and other studies indicate the need for doing this is right now.

As an industrialist, looking at the world of knowledge, as well as your own status in the world of technology, are there any points you might want to give to the Commission, or some of your views on how much rapidity and how much real concern there is, from your point of view, for getting this type of action stated in the United States?

MR. SWAIN: That is kind of difficult to quantify, but there is a very real interest.

COLONEL AINES: Would you participate with us, for example?

MR. SWAIN: Would the Boeing Company --

COLONEL AINES: Yes.

MR. SWAIN: Participate in support of an effort of this sort? I would have to say, sir, not being in a position to commit the company here this morning, that the chances are, yes, that we would be very happy to entertain it.

COLONEL AINES: Do you feel a need such as I have expressed?

MR. SWAIN: Yes.

THE CHAIRMAN: John.

MR. LORENZ: Mr. Swain, have you made any attempt to conceptualize the national network that you have spoken to? Or have any of your associates given any thought to this?

MR. SWAIN: Yes, some of my associates who are better qualified than I have indeed done this.

I believe the Commission has a letter from Mr. Ship, who is one of our librarians, which, I think, goes in the direction of your question, and speaks of a National Library.

MR. LORENZ: Specifically, since you have an arrangement , which I find very interesting, with the University of Washington library, would you think into the future in the use of a national network that you might continue to go to the University of Washington first, and then have them go further for you in terms of access to a national data bank? That you would use local, state resources first, and then extend that from that source to the national?

MR. SWAIN: I really guess I can't say on that.

THE CHAIRMAN: Mrs. Moore.

MRS. MOORE: I am very much interested in the company maintaining a staff member at the University of Washington, and I would like to inquire exactly how this is done. Do you just pay the salary of an additional person? Or is that carried on your payroll and accepted as a staff member at the University of Washington?

MR. SWAIN: The librarian on our payroll is provided a space at the University of Washington library.

MRS. MOORE: But works only for your company, is that it?

MR. SWAIN: Well, yes, handles in the neighborhood of some eight hundred requests a month that come from the company directly to that position.

MRS. MOORE: Being in the educational hierarchy myself, I am concerned about how this happens. In other words, some action had to be taken by some group to allow this to happen at the University.

Was this done through the Board of Regents? Or what sort of administrative arrangement is made for this?

MR. SWAIN: Well, this has been going on for so long that I guess I don't know how it originated, but it is just one facet of a very good working relationship, between the university and the company.

MRS. MOORE: I have very strong feelings about these kinds of things. I think that there should be more of this. Education has been too isolated from the real world, I think. And I think this has great potential for other areas.

I had not heard of it being done anywhere else. It may be all over, but I hadn't heard about it.

MR. SWAIN: Our librarians tell me it is a unique arrangement.

MRS. MOORE: Yes, but I think it may be worthy of emulation because this may be part of the answer to this problem of communications that we have.

Obviously, we are going to have to communicate to many publics. It is extremely important to the library cause that the business community, who can best appreciate the information needs, particularly looking in the direction of what Colonel Aines was talking about, that this may be a method which, if used more universally, might make our communications less difficult.

THE CHAIRMAN: Mr. Velde.

MR. VELDE: I was just going to ask John Lorenz, does the Library of Congress have people that are around from other companies?

MR. LORENZ: Yes, we do.

An example would be the Smithsonian Institution, for example, has an employee stationed at the Library of Congress.

Chemical Abstracts does, and there are several other examples of this.

Is there any exchange of funds as well between your company and the University of Washington?

MR. SWAIN: Not specifically in the library arrangement.

In the other case that I mentioned, where there is a half-time employee of the Seattle Public Library, who is, I would say, dedicated to performing certain activities.

THE CHAIRMAN: Well, thank you, Mr. Swain. There are other questions.

We are running a little over, so O. K.

MR. LERNER: Your question.

MR. BECKER: Mr. Swain, how active or effective is the support you receive from the federal library structure? Have you any way of measuring that or judging it or commenting on it?

MR. SWAIN: No, no accurate way, but the relationship is generally a cooperative and constructive one, involving particularly the Department of Defense library resources --

MR. BECKER: Yes.

MR. SWAIN: Those of N. A. S. A. and so forth.

MR. BECKER: The reason that I asked this is that with such an emphasis on science and technology, a large portion of it resides within the government.

MR. SWAIN: Yes.

MR. BECKER: I would imagine that the relatiohship with them would be just as active as is your relationship with the University of Washington.

MR. SWAIN: I think this goes back to the earlier question though. I didn't think of this just when the question was raised, but I think that some of the exploration of the government resources was by the University of Washington library.

THE CHAIRMAN: Well, thank you, Mr. Swain and, by the way, if you want to send in some written testimony, we would be very glad to make it a part of the record.

MR. SWAIN: Certainly.

THE CHAIRMAN: Andy.

COLONEL AINES: Would you read that? I will talk about it with you later.

THE CHAIRMAN: All right. Now, Mr. Donnelly. Is

Mr. Donnelly here? Mr. Donnelly, would you like to take the position here?

Whereupon,

PHILLIP J. DONNELLY

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Donnelly is President of the P. J. Donnelly Company here in San Francisco.

You have not submitted any testimony, have you, Mr. Donnelly?

MR. DONNELLY: No, sir, I haven't.

THE CHAIRMAN: Well, proceed in your own way, but leave some time for questions, from the Commission.

MR. DONNELLY: O. K., sir.

Actually I appear before the Commission as a beneficiary of library service and I will explain my position. I am a marketing consultant and a marketing researcher. I have been operating my own firm -- a small firm in San Francisco -- for the past four years. My clients consist of major utilities, the telephone company, P. G., and various other firms, industrial firms, diverse firms such as medical groups that are interested in doing some land use studies, various savings and loan, supermarkets and advertising agencies, and a few fashion designers.

But essentially the work that I get involved in consists of opinion research, quite probably the most widely known, obviously, is political research. I don't partake in that or I don't get involved in that too often. Opinion research essentially evolves down into two distinct areas:

One, is consumers, questioning of the consumer, the housewife, the ultimate user.

And the more sophisticated brand, which is the industrial user.

And I also get involved in land use studies -- maximizing or evaluating the commercial feasibility of financial institutions, retail institutions, supermarkets, and in some instances a professional association.

I find that the use of the library -- particularly the San Francisco Business Branch -- is an indispensable tool in my operation. At some point in virtually every project that I am involved in, I pay a call to the Business Library, and I find that it is vitally important, and the professional assistance I have been able to obtain and the kind of information, I have been very pleased with.

My position, stated simply, is that, having been involved in marketing and marketing research over the past fifteen years, I perceive a growing trend on the part of businessmen, stimulated in part by maybe the vast amount of information that is being generated by computers, but I see this growing trend on the part of businessmen to rely more and more on libraries and informational sources. I haven't analyzed the reason for this growing trend. However, there are two obvious situations that I think give impetus to it:

One is there is a growing enrollment yearly, just in sheer numbers alone, of enrollments in the business area.

There is also, on the other end of the spectrum, there is also a vast number of students, a vast and greater number of students, being graduated from business schools. Their orientation and training, from all practical viewpoints, is toward a systematic, scientific, fact gathering approach. This has substituted for the old -- to use the expressions -- the old capricious decision making or intuitive decision making or "flying by the seat of the pants" decision making that a lot of them have been using in the past. The younger generation of businessmen is taking a harder and more objective look at various marketing problems and business problems as they arise.

When they take that hard look, it becomes absolutely necessary and essential that they review the existing sources. Now in this, we are getting back to the business library.

From my own standpoint and my own experience, I see firms of all varieties taking a sincere interest in marketing research. Some of the interest is even generated on the banking and financial, for small firms that are interested to get into business require an evaluation of a market, which in turn requires extensive review of available sources.

The gentleman who preceded me alluded to some comments about European merchandisers, European businessmen, relying on American sources. This is true. Last year I had an assignment, a bibliographical search assignment from a German consultant firm -- three assignments of this nature. It actually involved not so much business as sociological developments or happenings in the United States.

I also know that the Japanese manufacturers have utilized the American marketing, information gathering service, extensively. Several of my competitors or colleagues have used this approach.

Now again I am not emphasizing the importance of marketing research as much as the reliance upon the tool that the marketing researcher uses, and that is the library -- referred to usually as "secondary research". And most sophisticated companies want the secondary research, if for nothing else than to give them a background picture of what is developing in the United States.

Now as far as the functional or procedural aspects of business libraries -- and I will confine my comments to business libraries -- they are extremely important in the planning stage of any project, in the survey design and in selecting prospective respondents.

In one case you may be required to define prospective respondents from a very narrow spectrum -- say, fruit packers in the United States. And it will be necessary to go to the business library to get this information, to find a directory and to get some profile as to who you want to call on.

In other cases, you can go to the mundane and just go down the street and find a social register in order to find a particular type of woman that can buy a particular French-designed dress.

So you can see that it runs just the gamut.

Also, the business library plays a role in the fact that you can evaluate the findings progressively as they develop.

Thirdly, I think that it is very important to be able to keep abreast of new developments. I think it is imperative that business in the United States, if we assume this scientific approach, which is probably imbedded in a graduate school level and in a business school level -- the scientific approach to the determination of where we are at -- I can state with full confidence that every corporation in the United States of fifty million dollars or more sales is reported to have some sort of a marketing investigation service.

And I would also, from my own experience at General Electric and at Safeway, say I found that their libraries, although very broad on a number of volumes, they very rarely are able to supply the definitive information that we can find at the public library.

This is primarily the gist of my comments. I certainly think that it is very important that the library services in this area be expanded.

Now there are certain -- I have certain feelings that I don't know, you know, how difficult the implementation or the funding of it would be, but I would recommend six basic concepts:

First of all, I would urge a use and exchange of university and public library services. The universities have many volumes that are usually not accessible to the businessman. These volumes usually take the form of published journals. Obviously, the professors are interested in the work that their colleagues have done throughout the United States, and this is their main vehicle of expression in academic endeavor. Many or much of the information in these professional journals are not accessible to the businessman. Conversely -- I was an instructor out at State College in their business school for a time, and I would urge my students to become acquainted with the library services here in San Francisco, specifically the Business Branch on Kearney Street, because of the wealth of information that has been wisely accumulated there and beyond that, and more importantly, there is an excellent staff in that area, perhaps the best in the --

THE CHAIRMAN: Now, Mr. Donnelly, I don't want to cut you off.

MR. DONNELLY: Yes, I will get to it.

THE CHAIRMAN: But you are not going to leave any time at all for questions, unless -- if you just would read your six, perhaps we could get a question or two in.

MR. DONNELLY: I see.

THE CHAIRMAN: I am sorry, but we must keep time.

MR. DONNELLY: All right.

The first one is urging an exchange of university and public library facilities.

The second aspect, I would say, would be the physical combination or accumulation of all of the major business topics in one section of the library. Too often they are fragmented. This is at the university level and this is also at the public level -- they are in different sections and you have to run around.

The second aspect, I would -- taking the example of San Francisco, I would say to locate business libraries near heavy concentration of business and financial personnel, of managers that can use this information.

Again, I think that it is extremely important to staff the library with proficient people, similar to the type I have expressed just a minute ago.

A specific recommendation that I would make is to explore, to try to explore various ways to have associations, corporations and special interest groups disseminate their publications to various libraries throughout the United States, and now there may be three or four hundred mailings to key libraries of various interest groups that would create a tremendous amount of vitally new information that heretofore was fairly inaccessible.

Finally, I would urge that the Library Commission consider maintaining and perhaps even expanding the business library on a free basis, on a non-pay basis. Now the reason for that is that I think that informed business management contributes to the overall welfare of the economy in general terms. I believe that libraries, properly used and properly staffed, vastly increase the decision-making process, the processes of management.

And in conclusion I would say that in order to compete in the world market, and particularly with a small competitor, I would say that libraries are an indispensable aid to success and an insurance against possibilities.

THE CHAIRMAN: Thank you. May I also say, Mr. Donnelly, please send in any statement in writing that you want to, so that we can make it a part of the record.

Bessie.

MRS. MOORE: Well, maybe we could stand a little light note here. This is the first time in my whole life that

I have ever had an opportunity to even know anybody that knew a fashion designer.

MR. DONNELLY: Yes.

MRS. MOORE: Could you possibly do a market study that would indicate that women who have passed the pleasingly plump stage still would like to look fairly fashionable?

(Laughter.)

COLONEL AINES: Do you know such ladies, Bessie?

THE CHAIRMAN: Well, Bessie, I think you should consult --

MRS. MOORE: Mr. Chairman, the devil made me do it!

MR. DONNELLY: It was a very interesting study.

THE CHAIRMAN: Mr. Donnelly, there is one thing that I think we would appreciate some help on, and that is this Commission is very much user oriented in trying to solve these problems.

And yet we find that data, getting good data on what the users of libraries really think of libraries, what their criticisms are, what services they think are needed, how well they are performing, and all of that, is very hard to get.

And I was wondering whether the methods devised by market surveys and so forth could work out some kind of research scheme that would really produce reliable information on what the various kinds of users of libraries feel about the services, think they need, and so on. It is terribly complicated, I know, but do you think, off the cuff, that such a thing could be worked out?

MR. DONNELLY: Yes, this could be approached.

I assume that you are not talking about a researcher such as myself. We have a nodding acquaintance or a very intense acquaintance with libraries.

THE CHAIRMAN: Yes.

MR. DONNELLY: So our problem is usually pretty --

THE CHAIRMAN: No, no.

MR. DONNELLY: You know, in that respect.

THE CHAIRMAN: No, we are talking about the other kinds of users in the nation.

MR. DONNELLY: The average.

THE CHAIRMAN: Are they getting the kind of services that they need?

MR. DONNELLY: This, conceivably, could be a very productive type of research.

THE CHAIRMAN: Yes.

MR. DONNELLY: Assuming a random sampling, you know, and taking a broad mass, you have got -- incidentally, you know, you have through your tax schedules the names of individuals, who to contact, and you could require them either by law or ask them -- I would say "require" them! (laughter) -- and institute a survey along these lines to ask them, to find out precisely where -- do they use the services? How often? If they do, how often? And what do they find most useful, if any?

THE CHAIRMAN: Yes. Well, any ideas that you might have about this, if you think of any, we would be very glad to hear about them.

Well, I think we must --

MISS SCOTT: Dr. Burkhardt.

THE CHAIRMAN: Yes.

MISS SCOTT: May I just pose one question? Does your firm itself support a special library?

MR. DONNELLY: No, we don't. I rely heavily on the San Francisco Public Library, I must concede.

MISS SCOTT: On your clients' library.

MR. DONNELLY: I have my own small library primarily in the area of the technical aspects of surveys.

MISS SCOTT: Yes.

MR. DONNELLY: But I generally will rely almost exclusively -- and I must say, of all the libraries both in business schools and various other cities, the library -- the business library -- in San Francisco is outstanding in terms of, particularly, staff.

As this lady was saying, I had a question that two clients wanted to start a very high women's fashion coutourier -- now there isn't that much information, but what there is, the librarians in that area have been very helpful, and I mean not only to me but to everybody who comes in. I am very appreciative of that.

THE CHAIRMAN: Les, did you have something?

DEAN DUNLAP: I was going to ask, if you are such a knowledgeable and appreciative user of the San Francisco Public, were you able to help in this "Save the Libraries" program that Miss Stong told us about?

MR. DONNELLY: No, no, sir, I was not.

DEAN DUNLAP: A pity.

MR. DONNELLY: I am sorry -- but I will in the future.

(Laughter.)

THE CHAIRMAN: All right, thank you very much, Mr. Donnelly.

Now Mr. Veblen. Is Mr. Veblen here?

Whereupon

JOHN VEBLEN

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: You are from the Washington State Library Commission?

MR. VEBLEN: I am, sir.

THE CHAIRMAN: Now would you like to start off by adding or commenting on your own testimony, or would you like us to ask the questions?

MR. VEBLEN: If I might comment on my written statement, in the light of some of the questions that members of the Commission have asked the preceding people here this morning, I would like to emphasize the preoccupation that I have with national standards.

In particular, the reason for that is that as a library trustee, as an attorney, in talking with legislators, both national and state, I am constantly asked two questions:

What are these standards you talk about, Mr. Veblen, and where did they originate?

And how do you know you are giving good library service to the user and how do the users tell you what they want?

Now almost immediately, when I start talking to the legislators and explain that the library standards that I am referring to are American Library Association standards, I am at a disadvantage. Even though I am not a librarian -- not a professional librarian -- in this regard I am at a disadvantage because they are instantly suspect because of that fact that they are presently working in these jobs and they are the people who write the standards.

I think that the standards are good. I think that if the National Commission could emphasize these standards and make them their own, and conduct their own surveys in this regard, and establish, as a National Commission, standards -- that these are the library standards that should prevail throughout the United States, we -- speaking on behalf of libraries throughout the United States -- would have something to work with.

Secondly, I was intrigued with Mr. Donnelly's presentation because I also have the feeling that within the library profession there must be enough imagination to be able to devise some method of evaluating our present library service.

The social indicators program that has been referred to before is, at least, a start. I would love to see a controlled experiment in one section of the country, and another controlled experiment in another section of the country, so that we find out why some people use the libraries and why their next door neighbors do not.

Also, I wish that there were some means whereby the libraries throughout the nation have the actual authority to publicize by actual ads in the newspapers, on television, and so forth, spend public money to publicize the marvelous facilities that we have. We are not permitted, I don't believe, in any part of the nation, to spend public funds in this regard.

I have many more comments, but I would prefer to leave them to the questions.

THE CHAIRMAN: Right. Thank you.

Are there any questions from the Commission on Mr. Veblen's testimony?

DEAN DUNLAP: Well, I would like to raise the question about the adoption of these standards, which, of course, it would not have the force of law -- it would just have an additional blessing.

Do you think this is worth doing?

MR. VEBLEN: I think it is worth doing because the majority of the members of this Commission are not professional librarians, and if you have a Commission that is set up with the background and the study that preceded this particular Commission, I believe that the force and effect that this would have would be tremendous.

THE CHAIRMAN: Lou.

MR. LERNER: Well, would you envision something like the North Central Association, which goes into secondary schools with teams and says "Yes, you meet the standards. You are O. K. We will put a star on the door."

I don't -- I would like to have some explanation of what you really mean, what this really means.

MR. VEBLEN: O. K., let me explain.

In the State of Washington, at this time, we have a study that has been conducted by the Local Government Committee -- a Committee of the Legislature. This Committee is recommending that twenty-seven million dollars be expended for statewide support, that we eliminate the district support, as far as the two mills for the local property tax.

Now this has come about as a result of their investigation and their knowing the problems, the crunch that we have in the State of Washington, but also the fact that we are stretched out as far as the millage is concerned -- the dollars are slipping; the dollars are slipping. Not only do we not keep pace with inflation, but we have less dollars each year to spend with regard to library service.

They have examined very carefully the American Library Association standards. They are convinced that when we talk about $7.90 per capita in the State of Washington that we know what we are talking about, that they are based upon very sound and solid standards.

But remember, we have had an opportunity over two years to present to them as people -- a very small Committee of the Legislature -- what these standards are, how they were devised, what they were based upon. We do not have that time when the legislature meets -- we do not have that time. And speaking of time, Mr. Chairman, there is one more thing that I would like to comment on:

Always we have the problem in the State of Washington -- and I am sure that it is nationwide -- whenever we know what the legislation is from the Federal Congress, whatever the dollars are, they are always matching dollars. Our legislature has already gone home for the crop season. I think that this is true nationwide.

If we could persuade the Congress to have the current writing for the next, the legislation of the dollars, I think that it would be a tremendous planning attribute as far as every State in the Nation is concerned.

THE CHAIRMAN: Mr. Veblen, I wanted to ask you a question:

In your written testimony you referred to the need for standardization in hardware and software of these networks and, of course, it is obviously terribly important to get that done. But what is the situation now with the Northwest Regional Network, say, and the California State Network? Are they compatible with one another? Can they interlace?

MR. VEBLEN: Well, Mr. Chairman, what we do now and what we have done over a period of a number of years is we have worked, for instance, on the M. A. R. C. program, putting the M. A. R. C. program into effect as early as we can in the State of Washington with the dollars that we have to work with.

Now our great worry, as far as all networks are concerned, is whether or not when we are working with this particular program, attempting to coordinate it with other programs throughout the State, are we going to find that eventually, if we have a very good and successful network, that we cannot reach California, we cannot reach Washington, D.C., we cannot reach Chicago, because certain standards have not been promulgated which are acceptable to all of the library profession, to all of the users of libraries, be they academic or special libraries or public libraries or school libraries? I believe that we need to have from the Library of Congress some additional material in this regard, so that the Library of Congress would promote the M. A. R. C. program, so that not just the little State of Washington would have a couple of good programs, but this is the universe throughout the United States, so that we would know specifically that we would be on board.

We have to, in the State of Washington, order our computer time six to seven to eight -- five to six to seven to eight years in advance. When we order in advance, we have to start ordering and knowing what we are talking about. Technicians tell me that we should be talking in specifics now for what we want a few years from now.

This is what worries me.

THE CHAIRMAN: Joe, would you like to comment on this situation?

MR. BECKER: No, I just agree with John that this is a very important area. The Association of State Libraries has discussed the possibility of interstate technical interfaces but, as far as I know, they haven't actually developed a program for doing anything about it as yet.

I would like to ask a question based on your experience of the past four years, John, with the Washington network and the interest that has prevailed there for interconnecting various types of libraries within the State. You have been a leader in the country in that regard. Just what has been the character of that experience and what are some of the major impediments that you see, besides standards?

MR. VEBLEN: The experience -- first of all, we are fortunate that our Governor is very library minded. He permitted us to have a Governor's Conference, which was enormously successful -- so successful that the public demanded more exposure in this regard, and we have had six Regional Conferences at which the Governor came and spoke, in each case.

His speech on libraries was different each time, composed by himself, and very technically correct, and very inspiring for all of us. As a result of this, we discovered that the public was very ready for networking. As a matter of fact they wanted to go home and put it into effect right now. They wanted to go to their library and be able to do all of these things that we had dreamed about.

We have had a small problem in the State of Washington -- primarily dollars. These dollars have not been available to us. As a result, we have made what steps we can.

We have a very good cooperative program. We now are extending S. C. A. N. throughout the State of Washington, which is the State-controlled area network, as far as phones are concerned, so that we are now covering practically all libraries within the State.

This means that when we have any kind of an urgent request in regard to borrowing of any kind of library material, it can now be taken care of through the S. C. A. N. network. This has speeded things up. We do have a very excellent cooperative basis.

We have a request in -- and we understand that it will be approved in the Governor's Budget -- for an additional start on the network and as far as the legislature is concerned, we hope that we will be very successful.

THE CHAIRMAN: I wonder, if the speeches that you referred to of the Governor's were so effective in bringing about public awareness and conviction, could you perhaps ask the Governor to send us copies?

MR. VEBLEN: I would be happy to. I have copies of all of them, Mr. Chairman.

THE CHAIRMAN: Would you send them to the Commission Office?

MR. VEBLEN: Yes, sir.

THE CHAIRMAN: We would be delighted to see them, John.

MR. LORENZ: I might say, first, that the Library of Congress is fully aware of the importance of having standards and developing standards in this field of software and hardware, even though we recognize that it is a very difficult problem.

We shall continue to do everything we can toward this objective. As you know, the M. A. R. C. standard was developed by the Library of Congress as more or less developing a floor under the total system of machine readable cataloging.

Now my question, John, is in terms of the state grant program or the state funding program, which is now being developed in Washington, which we identified earlier as a landmark development. What would your prognosis be for the possible success of this kind of funding, as against the present funding, based on local property tax?

MR. VEBLEN: My guess is that it will be successful because there is no other way to go. At the moment we have run headlong into a situation where the library districts and the fire districts are both competing for the same dollars. It is perfectly obvious to most of the legislators to whom we have taken this problem that this is the kind of a situation that cannot exist.

It is more logical now to fund the libraries statewide. Therefore, we feel that because it is proposed by the Local Government Committee and proposed to the Legislature, and it is being accepted by the profession in the state, and the trustees, that we are now in a position where we will get into this.

You understand that I am not saying that this bill will be passed and the funding take place immediately. We have built in a planning arrangement so that all of the State will be taken in , and various sections of the State will be set up as planning councils, so that the entire State will -- not only the library profession, but the government agencies, and the users, and so forth, will take part, in the next ten months, in the planning that will develop the entire statewide library system. We feel that this is the important thing.

Now this is so important that the legislators are including in the bill a self-destruct measure that if the twenty-seven million dollars is not available, it cannot be put into operation. This is what we feel is the minimum.

THE CHAIRMAN: One more question.

Mr. Lerner.

MR. LERNER: Mr. Veblen, I was particularly interested in your comments on service to the institutionalized, and we had some testimony this morning from Mr. Mason, who is the Prison Librarian in the Montana State Prison, and what he really said in part was that libraries are too important to be left to the institutions they serve, that in fact they should be served by an outside agency operating within the institutions.

How do you look on this problem?

MR. VEBLEN: This is exactly the way we handle it in the State of Washington. We have forty-five State institutions. All forty-five of them have library service -- either by staffing the librarian at the State institution or by a contractual arrangement set up by the State Library with the local library that has an arrangement where, on a certain basis, they go and take care of the service needs in this regard.

This can only take place, however, if you have good rapport between the Department of Institutions and the State Library. Now again this is cooperation. There is no law that requires this in the State of Washington. It is the personality -- being able to work together.

MR. LERNER: Should there be such laws on state levels?

MR. VEBLEN: I am always afraid of laws that require cooperation.

(Laughter.)

I think that it is very difficult to legislate that as it is difficult to legislate morality.

I might point out to the Commission, however, that where we were receiving some $35,000 from the federal government in regard to institutional programs, we were spending more than $400,000 of state funds on this institutional program.

Now that, of course, is what I mean when I talk to John Lorenz in regard to the M. A. R. C. program. What we are saying is we want it now and we want more of it -- and we are not saying that you haven't done a good job, but we just want a lot more.

THE CHAIRMAN: Well, thank you very much, Mr. Veblen.

MR. VEBLEN: Thank you, sir.

THE CHAIRMAN: We come now to the portion of our hearings which have been left open, and we have left a couple of hours for people who might not have sent in any testimony in advance, but just appearing and wanting to say things, and we have asked them to register at the front door, and I have got quite a list.

We will take this during the next two hours, and then we will resume the regular session.

But before we do, I would like to read you the following greetings, which have been sent to us, to put it in the record:

"On behalf of the people of San Francisco, I am pleased to extend a cordial welcome to the members of the National Commission on Libraries and Information Science to the San Francisco Hearing, November 29th, 1972. We trust that your hearing will be most successful and contribute to your goal of developing plans for the improvement of our nation's libraries.

"During your stay it is my hope that you will have the time to enjoy San Francisco's many noted attractions. I know you will find a warm welcome wherever you go.

/s/ Joseph L. Allioto,
Mayor"

I am very glad to have that, and we will make it a part of our record.

Now Dr. Eric Boehm is here, and Mr. Boehm is President -- he comes from Santa Barbara and I have some initials here which he probably should spell out himself.

Whereupon

ERIC BOEHM

was called as a witness, and was examined and testified as follows:

DR. BOEHM: Eric Boehm -- B-o-e-h-m, spelled exactly as Mrs. Moore's middle name. The initials, Dr. Burkhardt, stand for American Bibliographical Center, Field Press and as you know, I am principally a purveyor of abstracting services in political science.

I suppose that the greatest contribution that I could make to the deliberations of the National Commission is to exercise a non-ordinance and not appear at all because you are running ten minutes late. However, I have tried to crystallize what I want to say in the form of an abstract, and that should not take more than possibly two or three minutes, and then, if you choose to ask questions, you can do so.

There is, in my view, a great danger that the National Commission may choose to interpret its mandate narrowly and thus concentrate in the further improvement of library systems and information tools exclusively, eschewing aspects as they go along which relate to our educational system, the society at large, and the attendant political implications. I am not suggesting, mind you, that the National Commission solve all of our social problems, but I would like to call your attention to a facet of the problem that you are addressing yourself to.

Our library systems are considered to be user oriented. As I look up at the Seal of the United States and see "E Pluribus Unum", I am reminded that it does connote that there is a particular problem and a particular idea, and "E Plurubus Unum" represented the particular idea which occurred at the founding of our nation.

And user orientation is used so frequently that one cannot help but ask, what is wrong with user orientation, and are we really user oriented?

It should be noted that while we have made substantial resources and the most modern technology available to the producer of information, we have virtually ignored the problems of the user, who has only one pair of eyes. The methods designed to overcome the resulting imbalance between the producer and the consumer, for instance, speed reading, using auditory tapes for the ear to work to aid the eye, are merely palliatives.

S. D. I. systems are, for the first time, available to the user. In other words, they redress the balance and make the knowledge of the computer available to the individual as well.

If the National Commission addresses itself principally to the development of the identification of information gaps, improvement of systems, or other facets of the work of the purveyor, they will only exacerbate the disparity between the information producer and the consumer.

I believe that the needs of the consumer should assume first priority, and that suggests the need for an educational reference in which as much as twenty-five to fifty per cent of the curriculum is devoted to teaching the techniques and the tools of information research, of course, the substance of these tools.

We need to learn more where to look it up. I submit for consideration by the National Commission the following three recommendations:

The first recommendation focuses on curriculum: To determine ways and means by which the higher education curriculum, as also curriculums in other levels of education, be reviewed for second knowledge -- taking my cue from Dr. Johnson, who referred to first knowledge as the substantive knowledge, and the second knowledge being the knowledge of where to look it up -- as the user term is a generic term which would apply to all of the facets that the National Commission would address itself to. If education can be deemed to be a growing awareness of ignorance, exposure to second knowledge and second knowledge tools will have a salutary effect.

My second recommendation concerns manpower:

Implementation of the first recommendation and other aspects of the second knowledge process indicating the role, will lead to an explosive need in second knowledge manpower:

First, to effect the libraries' integration with the educational process.

Second, to perform the immediate bibliographic, indexing, and expanded library services.

Third, to provide more in the immediate area --

reference librarians, persons engaged in research, between the second knowledge tools and the consumer.

And fourth and last, to provide teachers who offer new curriculum courses and the staff to support them and instructors who offer updated courses to the teachers.

My third recommendation is with what I might call dramatization and organization:

I am cognizant that the first two recommendations imply an agonizing reappraisal as to the allocation of national resources. It will meet resistance in many sectors of our society. The feeling traditionally is to be inclined to administer their problems rather than to "advocate" them. I use that term "advocate" in the political science rather than in the literal sense, the literal dictionary sense -- if you do not advocate, you may not get the requisite attention or secure the allies in the educational and political arena which are needed to carry forward the new emphases which I suggest.

To dramatize the problem I suggest consideration of a White House Conference as one way of engaging educators and members of the government and the media. The further means of dramatizing and organizing problems is in my written testimony. The statement I made some years ago concerning the International Congress of Information Dissemination and the International Year of Information Dissemination. That is the end of my abstract.

Thank you very much.

THE CHAIRMAN: Thank you. Would you send us a copy of this?

DR. BOEHM: Dr. Burkhardt, I sent it, but it was sent so late.

THE CHAIRMAN: I see.

DR. BOEHM: I sent it, just in time.

THE CHAIRMAN: Well, now I must remind or tell the Commission members that we have had so many people sign up for this thing that we have had to limit each person to ten minutes, so discipline yourself when it comes to the questioning.

If you have any questions, I will try to pick the member of the Commission who knows most about what the man has been talking about, and I will be a little arbitrary in my selections too.

Have you got a question? Joe, have you got a question to put to Mr. Boehm?

MR. BECKER: No, well, let me think:

Eric, as you spoke and suggested that a larger percentage of the curriculum be devoted to teaching, I assume newcomers, students, the use of information tools and research methods, can you amplify that just a little bit in terms of your own experience?

That is a large proportion, of course, of the school day, but none the less, I would like to hear a little more specifically what you have in mind.

DR. BOEHM: Well, I have in mind specifically that as an instructor possibly one would offer at professional meetings, workshops, and workshop seminars, which would encourage the persons to agonize over the problem of the lack of knowledge of these second knowledge tools -- and this would be an initial and a very honest first step, to begin to do what education does, to create -- and I have a more narrow technical suggestion, also:

And this concerns, possibly, if you want to alleviate the past, that is to focus on what I might call switching networks, to create what I might call switching networks. The idea is not entirely new -- namely, to create an integrated national and, I would say, international system, which would feed into a computer data bank a profile of a particular reference tool.

And this must be a dynamic system, of course. It must be kept up to date, as the tool reaches its point of maturity or decline and demise, this type of information has to be fed into it, so that the reference librarian has a tool at his beck and call, which he can tap to enhance his memory, because one of the disturbing things that I have found in the last five years is that the person whom we so frequently depend on -- the reference librarian and the literature search person -- is no longer able to keep up with the tremendously explosive growth of the second knowledge.

However, I think that these two suggestions that I have made represent only a small portion of what should be done -- to integrate the library, and to provide tools whereby the librarian actually becomes part -- to take the initial steps.

THE CHAIRMAN: Thank you very much. I think we really must move on now; we are running behind. But thank you again.

Mr. Tannis. Mr. Norman Tannis.

Whereupon

NORMAN TANNIS

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Tannis is President-Elect of the Association of College and Research Libraries -- is that correct?

MR. TANNIS: Right. I am also Director of the Library at California State University.

I would like to bring to the attention of the Commission an urgent need for better ways of measuring the effectiveness of academic libraries.

In the past we have had academic library standards. As a matter of fact, I was Chairman of the Standards Committee for five years, in the Association. We have done a number of different kinds of standards:

We have made arbitrary standards based on authority.

We have used per student enrollment basis.

We have used comparisons -- which are very helpful except for those institutions which are at the top of the comparisons. They are not served very well by comparison sorts of standards.

We have also done standards on units per operational cost.

All of these kinds of things that we have been working on in the past years are becoming less and less effective with boards of trustees, with regents, and with legislators. And I believe that one of the reasons is that we need urgently money, funds, and moral support to construct and study measures of effectiveness in academic libraries. That is to say, we need market survey types of things.

We have got to know, if we are in the business of delivering information, whether that information is being delivered, to whom it is being delivered, what kinds and classes of people we are really serving, because in a university library, made up of many kinds of complex units, for example, we have many different kinds of users. They are not just students.

This is a very complex problem, and I believe --

and I think I have a right to say it -- we have been treating it in a very simple fashion. And I think that we will need a great deal of money and a great deal of assistance in working out better ways of measuring library effectiveness. The public libraries have already taken some steps -- we are behind. We are going on doing the same old things, and I don't think it is going to be very helpful. Obviously, we are going to need money and moral assistance.

The Association of College and Research Libraries, obviously, has a duty in this area, and it is also working on the problem.

I have a second item.

THE CHAIRMAN: Right. Excuse me. I have just been called out, and I want Mrs. Moore to take my place in the Chair.

MR. TANNIS: Certainly.

THE CHAIRMAN: And if you will excuse me, I just would like to get to the telephone.

(Whereupon, Dr. Burkhardt left the room, and Mrs. Moore assumed the Chair.)

MR. TANNIS: Secondly, I would like to disagree with Eli Oboler -- especially since he is no longer here!

(Laughter.)

And I frequently disagree with Eli Oboler. I do think that we need studies about academic libraries of the future. I think we have to know where we are going, and what our goals are, and what is going to happen in the year 1980 or the year 1990. I think that the aerospace industry and all of the "think tanks" in California have given us some indication that there are some very sophisticated techniques for working in this area of "futurism" and, incidentally, for a time these outfits have been under somewhat of a pall recently.

I am not sure that it is because they have been giving bad advice -- I think perhaps that it is because their advice has not been listened to.

There are very sophisticated techniques for, first of all, projecting what is going to occur in the future, and then correcting it as time and technology goes on. I think that the study of "futurism" in academic libraries is extremely important. As you all know, academic libraries, universities, colleges, junior colleges, are spending billions of dollars on acquiring materials for academic libraries, instructing the citizens, talking about cooperating -- and yet, if we knew, if we had a better concept of where we were going, and I think that it is possible to know this -- we could direct those funds much more effectively and much more economically than we are at the present time.

The third point that I would like to make is once again contra Eli Oboler.

I believe that there is a very grave need to do something about the library school graduates who are not being hired today. I have been on the advisory committee of two different major library schools -- and I think that there is a problem.

And I think there is another problem, and the two problems together might add toward some kind of a solution. We have a great area in our society which is unserved by library service. And I would like to propose a kind of a Peace Corps or an Information Corps, made up of these young librarians, full of ideas, who could go out to Indian reservations, could establish store-front libraries, could go to migrant workers, could go to the inner cities, and indeed also could go to the university campuses, where we have a great problem in instructing in the use of libraries.

I personally could use a hundred such people to work on the 24,000 students that we have on our campus, to make them understand how to use this extremely intricate and difficult kind of thing which we call the university library -- and I don't even have a very large university library -- even larger libraries need more, I suppose.

But I think that we are passing up a very good bet if we do not consider the possibility of a Library Peace Corps, or call it an Information Corps, or something else, to utilize these young people who are unemployed. I disagree with Eli Oboler that this unemployment is going to cease very soon. I think it is going to continue and increase.

And I trust that this Commission will give some consideration to these two ideas, as well as to the twenty-five pages of other materials which I sent to you earlier.

(Laughter.)

Thank you.

MRS. MOORE: Well, we thank you, and we have time for a few questions.

DEAN DUNLAP: Mr. Tannis' points are quite pertinent and I want to query you a little bit about the matter of the evaluation of university libraries. I quite agree with the need for this, but it is something very hard to get at, as you know.

We have a lot of statistics in the library profession, but all of them deal with things that we acquire, or things that we build, and hardly any of them deal with things that we provide to our users, because we all know that circulation systems are suspect -- circulation statistics.

You mentioned that we might have surveys and inquires of a market analysis type of the satisfied customers. Can you be more specific though, because I don't think that is going to help us with the budget crunch, and this is really the purpose of the evaluation.

MR. TANNIS: I think it does have to do with the budget crunch because we are not convincing the people who give us money that we have standards that are valid and that are based on actually what occurs in the university libraries. And there are various kinds of "home grown" remedies that I have used myself -- and they are very inadequate:

We have done an in-depth questionnaire, questioning by an expert, kind of questioning -- we have done samplings of this sort.

I have even sat out in the lobby of my library and gotten out of my office and had a sign in back of me, saying "We may be a bureacuracy, but we are very interested in knowing how we can do things better for you." I had coffee there and I was serving the students, and I found out a great deal about how students felt about my library just by sitting out there and being accessible.

We also get the traditional kind of feedback from our professors and from people who are unhappy about what we do. I might add, parenthetically, that I was very impressed with how many people are grateful and thankful for the kinds of services that we are performing, and it was not a dark picture, as a matter of fact.

But this is a kind of an amateur way -- and I think we ought to build, I think we need the use of statisticians, and management auditing people, and library experts, to attack this problem -- in a very systematic fashion, not in an amateur way, in a kind of amateur way.

MRS. MOORE: We have just time for one more question.

John.

MR. LORENZ: Have there been any proposals to funding agencies at the federal level to do the kind of development of standards that you have mentioned?

MR. TANNIS: Yes.

MR. LORENZ: Or how do you see the role of the Commission in developing these standards?

MR. TANNIS: Yes, some federal funds were sent forth, and considerable ones -- the school, the University of Pennsylvania -- and primarily at the public library, and there was a brief chat about the university library problems, and I understand from experts who know more about it than I do that this section developed on university libraries did not come up with very effective measurements. In fact, the study admitted it itself.

But it is a very, very complex problem, and will take some time and a good deal of money. But some attention has been given to this. I am not a "John the Baptist."

MRS. MOORE: We thank you very much, Mr. Tannis, for your testimony.

Our next witness is Mr. Richard Doherty.

Whereupon

RICHARD DOHERTY

was called as a witness, and was examined and testified as follows:

MRS. MOORE: Mr. Doherty, would you identify yourself for the record and either submit to questioning or say what preliminary statement you would like to make?

MR. DOHERTY: Fine. I am University Librarian, University of California at Berkeley. And I want to address myself to two points:

One, the role of research libraries in the national network.

And the second, one aspect of library education, which hasn't been mentioned too much this morning.

Most of our state and regional networks have, particularly, the role of research libraries as the cornerstones of the resource centers, and I think that traditionally research libraries have performed an interlibrary loan function, and as we begin going more toward a national network, we are going to be asked in research libraries to serve a larger and larger geographical population -- and I believe that the libraries will try to do this.

But we all know that the workload is going up, the costs are going up, and the ability to perform is probably at best stable and in some situations is deteriorating. And during the time of reasonably plentiful resources, I guess there are somewhat altruistic motives. But now that resources are getting scarcer, we begin to see less willingness to supply our resources -- and this has probably been prompted because our ability is also declining.

I would like to see, of course, some funding for two aspects:

One, I suppose, is materials.

But -- I think, more importantly -- funding so that the library can perform at a level which doesn't breed dissatisfaction.

I mean, one of our problems with library cooperation is that we are asked to do it on a shoestring budget. We do a less than adequate job -- and we just exacerbate feelings for cooperation, and it is just sort of a growing antagonism. I know that this is true for some of my academic colleagues on the campus at Berkeley, and at the University of Colorado this is true.

The difficulty, I suppose, is -- what is a national resource? Which libraries do you select? This was alluded to this morning with urban public libraries, and I think that there are criteria which can be employed.

For example, we know now which libraries are the lenders and which are the borrowers. Some of the large research libraries, the ratio is as high as ten to one.

There is another indicator -- the geographical exposure. Does the library attempt to supply resources withi the state or within a double state region or does it supply resources nationally?

The University of Colorado, we found by sort of doing a geographical dispersion study that we didn't get the majority from the Rocky Mountain region -- we got them from Harvard and Yale and the University of Chicago. And a few checks brought out that our pattern is not dissimilar. As a matter of fact, we reached the point where I even offered Harvard a fund position, just to take care of our resources. Well, it wasn't a practical suggestion, but it did sort of convey our needs back to Harvard.

Then, of course, I guess there is the size of the collection. I suppose it is a very inadequate measure, but it is the one that we use.

(At this point, Dr. Burkhardt returned to the room and resumed the Chair.)

Any one of these, or a combination of them -- for example, I want all my branches to tell me, if they get wind of an interlibrary loan operation which is effective, they will tend to use it -- we might give "Brownie points" to the best operation.

The second point, having to do with education, is what I would label "staff development". Now I don't know tha it is necessary to fund staff development at a national level as much as it is to get the idea across that staff development should be a part of every library's budget. This fact is not accepted now, not by many administrators and legislators.

When I say "staff development" let me delineate three specific tasks:

To upgrade skills of non-academics and non-professionals, particularly in libraries where there have been reasonably successful affirmative action programs.

To expand opportunities of librarians, which are going to be affected by technology.

And third, to impart managerial skills, particularly at the middle levels.

We are weak, we are very weak, in all of these areas.

In a sense, what we need to do is to prepare ourselves for these changes that we are talking about. Right now when we talk about changes in technology and using computerized systems, we are scaring the "bejeepers" out of many of the staff. They are digging their heels in. All they see is the possibility of losing their jobs. And I guess what I am asking the Commission to do is to help us to create a climate in which the changes that we are talking about can take place.

THE CHAIRMAN: Thank you, Mr. Doherty. Are there any questions?

MR. LORENZ: Do you have any idea of how this national climate can be created that you are talking about?

MR. DOHERTY: Which?

MR. LORENZ: The climate in which changes can take place.

MR. DOHERTY: Oh.

MR. LORENZ: Your last statement, that the role of the Commission is to assist in changing the climate in which more staff development would also be --

MR. DOHERTY: Well, I think, first, an awareness that this is something that is badly needed, and to begin, I think the proper place is to begin spending maybe two per cent or three per cent of the library's budget for large libraries and the small libraries may have a different rate -- it should really be plowed back into the development of the staff, and I think that it is something that if it is going to be achieved that it will take several years.

Some libraries have already made a study -- I think you are wrong, John.

THE CHAIRMAN: Well, thank you, Mr. Doherty.

We come now to Grace MacDuff.

Whereupon

GRACE MAC DUFF

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: I don't think you need any introduction to this group.

MS. MAC DUFF: I will introduce myself. I am current Chairman of "Keep Libraries Alive for San Francisco" and also a member of the Friends of the San Francisco Public Library.

I didn't submit testimony because I received the invitation to do so just as I left the country, and the country to which I went takes two weeks to get a letter back here. So I would like to use this --

THE CHAIRMAN: That is not a terribly foreign country!

(Laughter.)

I notice that some postmen at home are in pretty much that stage.

MS. MAC DUFF: I would like to react to some of the questions that you have asked the witnesses.

The first question, I think you, sir, asked someone, "Are the libraries on the brink of disaster?" And I would like to say very definitely that I think that they have been and are.

For example, S. B. 90 for the State of California, which is the Governor's bill on education, does not include elementary or public libraries in it. He is asking for a very large sum for our public education system -- which needs it -- and where is funding for public libraries to come from?

My great enthusiasm for the clout of the individual citizen has been somewhat dampened by a letter which was just handed to me saying that the Governor's Finance Committee is not recommending passage of S. B. 1261, which would fund the State Library Network.

And we have a few days, and if there is any press here from the "Chronicle" or the "Examiner" --

MISS SCOTT: There is.

MS. MAC DUFF: Which I hope -- and we have sent all of the information in to the editorial -- and at a time when the national elections had the front page, and the proposition for our state ballot -- but this is a subject that I would like to be a little passionate about and a little emotional about, is that every resource, such as Friends of the Library, who cannot lobby, but should create on a statewide basis ad hoc committees who can. You lose your tax status if you lobby as a non-profit organization.

And that the P. T. A. -- that we all join hands, and I would like to ask this Commission to take some leadership at the national level, with the Right to Read Program out of the National Education Department, the Reading is Fundamental Program, which is a program, the R. I. S. E. Program of the P. T. A., and that all voluntary organizations join forces, that we all -- kind of a National Trust for Education.

The cheapest education is self-education, and the library system is an extension of the arm of our great public education.

I am a retired educator, and I was asked to work with Walter Straley on the National Commission on the Right to Read Program, but my Board of Education wouldn't let me go! But I think that this segment, this compartmentalizing of educational groups, it is high time that we formed a sort of a push forward with our legislators and, particularly, the public.

And I wouldn't speak so passionately if we hadn't been so successful with the public here in San Francisco, when they realized that in our 1971-72 budget, there was $776 only for replacement of equipment for twenty-seven different units!

Now I don't know whether there is time with S. B. 1261, to reach the Governor and to change his financial adviser, but unless the citizens are made aware -- there are many young people here who testified; I don't think the right hand knows what the left hand is doing in libraries and educational circles.

For example, I wonder how many people realize that library subventions in the State of California in 1963 were $800,000, and this year were $800,000, but for the Governor's Office in 1963, it had $910,000 and it has $1,738,000 increase this last year in his budget to run his part of the Government, while the library is being slighted.

The legislature in 1963-1964 had $7,391,000 and their budget in this year is $32,000, in their 1972-1973 budget.

MR. VELDE: Million.

MRS. MOORE: Million.

MS. MAC DUFF: And the library bill, S. B. 1261, is now up for the Governor's signature.

Now the citizens' part, either at the national level or at the state level or at the San Francisco level now is going to be the thing that is going to move education -- and our arm of education, the library -- forward. And librarians -- I go to the Commission meetings and librarians are constantly asking for funds to go to conventions. I think there should be more cross-fertilization among librarians and other educational groups. Why not send librarians, say, to the National Council of Teachers of English, National Council, or to a National Business Council Conference, and see what business needs are, and see what teachers' needs are? And go to a conference for -- these funds are available for conferences; why can't there be more cross-fertilization?

And my next remark has to do with the training of librarians.

THE CHAIRMAN: Ms. Mac Duff --

MS. MAC DUFF: One statement --

THE CHAIRMAN: Yes, do keep an eye on the time.

MS. MAC DUFF: I think that librarians in San Francisco don't -- this is a new idea, they are going to local meetings to improve themselves, and this cross-fertilization -- let the public know what the library's problems are, and let the librarians know what the public's are.

And I would like to summarize just briefly, that there has to be a sort of a National Trust among the people who care about libraries and education, and there must be more clout from citizens who, through this amalgamation of purposes, will get the story of the needs of the people.

THE CHAIRMAN: Thank you very much. Thank you. We will move on now to Mr. Kountz.

Whereupon

JOHN KOUNTZ

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Kountz, would you identify yourself, please?

MR. KOUNTZ: Yes. I am Coordinator of Libraries -- to the California State University and Colleges.

And if I might, I would like to hand out some materials here -- if that is a possibility?

THE CHAIRMAN: Right. John, would you?

(At this point, papers were passed around.)

MR. KOUNTZ: Having submitted written testimony earlier, sir --

THE CHAIRMAN: You have?

MR. KOUNTZ: I have. And what I would like to do is kind of reiterate here, or say, from a technician's point of view, perhaps, some of the things that the Commission might be sponsoring, projecting into the future, to facilitate mechanization of library functions.

The handout here is actually a reiteration of the material which I submitted earlier, although there is one addition, that is to say, page 4, which basically are the elements in which I suggest that the Commission become actively engaged, either in the sponsorship of the development of such standards or in some means through your auspices attempt to foster them.

They are really standards which are not hardware or software oriented, and I suspect that they are rather book and human being oriented, and the sort of things which, ultimately, will facilitate such mechanizable dreams as switching networks, and networks, say, for the communication of information, getting books to people or getting information to human beings -- specifically, the library identification codes.

A little earlier there was an indication by one of the gentlemen that perhaps having a dynamic profile showing a subject conference for a specific area -- I can't see why such a profile couldn't be developed around a library code, to facilitate mechanical communication, and also optimize the hit rate for a person searching information.

Similarly, a user identification code. Now perhaps like the Social Security Number we now currently have, there is no such standard, to my knowledge. That is to say that all library patrons would be known by a particular code. It would certainly facilitate mechanization.

(At this point, Dr. Goland entered the room and assumed his seat at the Commission table.)

THE CHAIRMAN: Some universities now use student I. D. numbers -- a similar idea.

MR. KOUNTZ: We are using Social Security Numbers, ourselves.

MISS SCOTT: That's right.

MR. KOUNTZ: Similarly, the development of hierarchical geographic tiers for switching -- although I wouldn't suggest that you slice the United States in half, the map of the United States in half, and call that East and West, but certainly some thinking along these lines should be done at this point in time.

Message formats: Message formats again perhaps in terms of a simple format, whether it be the L. C. card number or even a local call number -- a means by which you would link these together and facilitate mechanical transmission of this data.

MR. LERNER: You are not suggesting all of these? You are suggesting one of these?

MR. KOUNTZ: I am suggesting, perhaps, as mass memory becomes more and more feasible and certainly more economical, that perhaps linkages between these various elements would be possible.

And I would draw your attention to the Figure 3, in which key numbers are indicated at various potential tier levels. However, if you look at the last of these elements, that is to say, the search elements, you might emphasize the very same search elements that you are currently happy with, as, say, author, title, subject headings, and perhaps the green book in the corner which is supplied from certain libraries on a local level, and so that there is a sufficient linkage then to a structure of communications that could work on higher levels, say, work in a numerical or some sort of a coding structure so that your highest level, your national level, wouldn't have to entail such things as the title, paragraph entry.

And that, basically, is a kind of a point of view, I think, in large measure, to facilitate the mechanization of libraries, so that they would not have to make mechanical analogues of policy, local policy at that, but moreover would have had this guidance provided to them through such standards as to develop meaningful local policy, which has to be mechanized and mechanized in an effective and an efficient way, rather than the spurious R and D efforts, which never seem to terminate, in the current mode of operation.

THE CHAIRMAN: Andy, have you got a question for Mr. Kountz?

COLONEL AINES: The only question I really have is, how closely have you been working with other groups that have similar aspirations, like Z-39 or the American Standards Institute?

MR. KOUNTZ: Apart from a casual letter now and then, not really all that closely. I am on the Machine Readable Records Committee for I. S. A. D. of the American Library Association.

COLONEL AINES: Well, do you feel that they are making enough progress in the number? I think that they must be working on twenty-five or thirty different projects. Do you feel that more needs to be done in that particular direction?

MR. KOUNTZ: I would anticipate perhaps that fewer projects and more people on each would be a little better approach.

COLONEL AINES: You may be right.

MR. BECKER: Andy, in examining their lists recently--

THE CHAIRMAN: Speak up, Joe.

MR. BECKER: In examining their lists of projects, I don't think that they are at the moment, that Z-39 is giving attention to the kinds of things that Mr. Kountz is describing.

MR. LORENZ: Are you keeping in touch, however, with what is being done at Stanford in the Ballots Project, which seems to have some elements of similarity to this?

MR. KOUNTZ: Apart from a professional interest -- not recently, no. I have been keeping in touch, and again, here is a local development -- and one of these days all of us are going to have to communicate with each other, so that these linkages should be constructed into the systems that they are developing now.

But there is no way that you can have a standard without somebody saying that this is the standard.

THE CHAIRMAN: O. K., thank you very much, Mr. Kountz.

If you see a couple of the Commission members peeling off and disappearing to one side, it is because they are going backstage to have some sandwiches, but we are going to keep the interviewing going and rotate our lunch recess that way. But perhaps some of you would like to go now? Does anybody want to start?

Our next witness is Mr. Richard Johnson of the

California Library Association. He is the President of it. Mr. Johnson -- Bessie, are you going for some sandwiches? They are back here.

Whereupon,

RICHARD JOHNSON

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Yes, Mr. Johnson?

MR. JOHNSON: My name is Richard Johnson, and I want to make these remarks in my capacity as the President of the California Library Association, and also speaking in my professional capacity as a college librarian.

These remarks I wish to use to complement the written testimony, which I submitted to the Commission, primarily in terms of talking about the program objectives of the library network which we propose for the State of California, and on the basis of testimony that we have heard so far today.

So far, in my estimation, the testimony that we have heard looks primarily at specific kinds of institutions or services or systems really devoted to one kind of library. And the California Library network which we are proposing here basically is upon a concept of a multi-type of library system.

In my estimation, we are reaching the point where, in our work, our public library systems are developing in such a way so that the use of libraries is not restricted to individuals in any one jurisdiction. As pointed out already, there do remain some fees for the use of a library in another jurisdiction, and, of course, there are problems in distances involved, and as pointed out earlier, through bookmobile service, we do try to get books to the people and not vice versa, people to the books.

So we have to keep fees in mind.

For years we have used interlibrary loans to have libraries work together. Now increasingly academic libraries themselves are developing systems so as to permit use and borrowing from students and faculties in other colleges and universities.

There was recently announced a program among academic libraries in Southern California, both public and private, in the Riverside-San Bernardino area, so as to permit use of the various libraries by students in the various institutions.

Through union lists and reference and referral services, public,school, academic, and special libraries are beginning to work together in Southern California. We have two examples:

One, the total interlibrary exchange in the Santa Barbara-Ventura area, where public and academic libraries do work together.

And Input Information Center for Southern California in the Greater Los Angeles area.

Now Richard Doherty has pointed out earlier that because of financial problems, the ability of many of the larger libraries is lessened to play a role in it. But these comments notwithstanding, I feel we will still see further breakdowns so that all libraries will become community information centers and so that we may thus assure effective and efficient use of existing resources.

And I believe that these programs and goals will merit the National Commission's support, so that our libraries, regardless of the kind, can simply become community information centers.

THE CHAIRMAN: All right, thank you. Anyone? Lou.

MR. LERNER: Are you basing your concept of community information centers in any way as the New York experiment, which is being funded today, of libraries acting as a central source of information for many things in the community?

MR. JOHNSON: I possibly would not go that far at this point in my own thoughts.

But we would look to funding for some of the privately supported libraries or inadequately supported libraries so that your use is not restricted by the kind of libraries with which you are involved.

MR. LORENZ: Did you speak to how these services would be funded, and in other words, the college library giving public service would need some source of funding.

MR. JOHNSON: We were primarily looking, at this point and this stage, to the tradition of the network that would be funded, hopefully, through state funding, with the development in the network of a series of systems, and the development there of a system of system resource libraries, that would have extra obligations -- for which they would be funded.

THE CHAIRMAN: Have you any estimate of what kind of burden in circulation terms it would be to, say, a college library in a community, if it were to say, "We are no longer here to serve students and faculty; we are here to serve the community"?

And what practical problems, what expenses, and so forth would there be?

MR. JOHNSON: I feel that in answering that question, we would proceed in somewhat,say, in a way that possibly in a large metropolitan area greater restrictions might be imposed than in some of the lesser areas, that it would proceed unevenly, given the resources at hand, and the public financing would take place.

THE CHAIRMAN: All right, Joe.

MR. BECKER: Dick, I have two questions:

How successful have you been in mobilizing the Association -- State Association -- interest in the California net?

MR. JOHNSON: Officially it has been adopted by the membership as a policy of the Association, and we will continue to work in terms of informing our membership, as well as others, in the state, interested in library programs, in this plan -- hopefully, thereby, eliciting enough citizen support that we may receive state funding.

MR. BECKER: Do you feel that the state funding will be adequate or that eventually, in order to reach the level of service that you aspire to, you are going to require federal funding in addition?

MR. JOHNSON: I would assume that that would be the case.

THE CHAIRMAN: Martin.

DR. GOLAND: Well, what are the magnitude of funds you are talking about?

MR. JOHNSON: Well, we hope to start this -- as Ms. MacDuff has mentioned -- with Senate Bill 1261, to assure more adequate funding for existing public library systems in the state, which would serve as the basis for building a network.

DR. GOLAND: Yes, but you haven't answered my question.

What is the magnitude of the funds?

MR. JOHNSON: Well, going beyond -- Mrs. Crockett has asked to give testimony and she would be better to speak to that -- going beyond the $800,000 which we have been allowed so far for the development of the public library systems.

THE CHAIRMAN: Mrs. Crockett is next on the list.

MR. JOHNSON: Yes.

THE CHAIRMAN: Well, so we will get an answer to it. Any other questions?

Well, if not, Mr. Johnson, thank you very much.

MR. JOHNSON: Thank you very much.

THE CHAIRMAN: And we will call on -- is it Miss Crockett? Mrs. Crockett?

MR. JOHNSON: Mrs.

THE CHAIRMAN: Mrs. Crockett.

Whereupon

ETHEL CROCKETT

was called as a witness, and was examined and testified as follows:

MRS. CROCKETT: I am Ethel Crockett, California State Librarian, and I assume that you are all aware of the fact that I am a very junior State Librarian, having been appointed to this position only last summer.

But would you like to ask me any questions before I get into answers?

THE CHAIRMAN: Well, Mr. Goland wanted to know the amount of money, the magnitude of the funds that were involved?

MRS. CROCKETT: Well, in this bill we are talking about --

THE CHAIRMAN: Right.

MRS. CROCKETT: That bill is 1261. It is to be funded over a three-year period with an ultimate sum of approximately ten million dollars a year -- a third the first year, and two-thirds the second, and full funding the third year. This is at the rate of fifty cents per capita, and will be used for the operation and further development of systems in California.

As we are now set up there are twenty-one systems functioning. They cover almost all of the state but not entirely. There are a few areas missing, because they have not chosen to join, or because their state or their county level of taxation is below the requirement, below the fifteen cents per -- yes, below the fifteen per cent rate -- and it must be above that for them to be eligible.

However, the twenty-one systems, we hope, will be consolidated into twelve larger systems, which will cover the entire state. A system, as we define it, is a collection of libraries. It has a center that acts as a nerve center, the operational center for the distribution of both information and materials.

Opposed to the network, the systems are of a single type of library -- like right now they are primarily public library systems. There might be a special library system or a college library system. Community colleges are developing systems in the state.

But when we meld the systems so that their centers touch, of different kinds of systems, then we are into the network concept of all systems helping one another through a more involved subject matter.

MR. LERNER: Let me ask about public library financing for a moment:

Based on the Serrano decision that it is possible that schools could go off the property tax base on a local level to be funded on a statewide level, do you see the possibility that schools would be funded statewide and libraries would be left with the old property tax base?

MRS. CROCKETT: We are worried about that. I think that is a possibility.

MR. LERNER: What is being done about it?

MRS. CROCKETT: At the moment our big effort is being made for this bill, which is on the Governor's desk right now.

That is so imminent and we have had so little time to really work on it, as Mr. Orr told -- as Mr. Johnson reported to you, why he would recommend veto. He called me to talk and told me, after which time we made a great effort to overcome his arguments, and try to indicate that this is the bill we need and want. No bill is absolutely perfect, but we think this is the best bill we have had.

When you compare funding with other states, California is very low.

Our funding is 3.9 cents per capita right now. We receive an additional $800,000 a year from the state for the operation of the system.

And I have seen the figures for thirty-three states, which was all that we could get together, and of the thirty-three we have, this is number thirty-two, which I didn't think was very good for the largest state in the country.

To give you a few comparisons, New York State, as we saw, was funded at a dollar per capita, Pennsylvania at sixty-eight cents per capita, Illinois at fifty-eight cents per capita, Michigan at twenty-five.

This is --

THE CHAIRMAN: What is Washington? Do you know Washington, the State of Washington?

MRS. CROCKETT: No, I don't. It just isn't on the tip of my tongue. I think it was one of those reported, but I can't remember offhand.

THE CHAIRMAN: Mr. Velde, do you have a question?

MR. VELDE: Yes.

You mentioned fifty cents per capita. Did you consider using square mileage as another basis for contribution? That is used in New York and in Illinois and it helps very much in those places with a rather sparse population, which would have a distance problem.

MRS. CROCKETT: As a matter of fact, we did not use that. I don't know whether it was considered.

The bill was initiated before I became State Librarian, before I became so very much aware of what the bill really is.

We feel that by having fifty cents per capita as a basis for funding, it will put a great deal more money into the large cities -- Los Angeles, San Francisco. But then again they are the prime regional resource centers, with San Francisco serving most of the northern part of the State and Los Angeles serving the southern part of the state, in a rather natural division -- and they do need special funding for that purpose.

THE CHAIRMAN: John.

MR. LORENZ: Can you tell us what the Governor's rationale was for veto? What was his thinking behind it?

MRS. CROCKETT: Well, he has not yet vetoed it. It is Bert Orr, who is the Director of Finance for the State of California, who will recommend veto.

MR. LORENZ: Based on what rationale?

MRS. CROCKETT: Number one, they do not want to have a money bill which works like school E. D. A., where the money is definitely set and is not up for review by the legislature every year. There was a bill passed in 1963 which promoted assistance, in the first place, and which did not indicate the number of dollars -- and that is the bill we are working on now.

I mean, that is our legal source for funds, now, which is giving us $800,000. The most we ever received on this was a million two hundred thousand dollars per year and it has gone to eight hundred thousand now.

THE CHAIRMAN: Any other questions?

MRS. CROCKETT: I have one other little matter that I would like to speak to, if I may.

THE CHAIRMAN: By all means.

MRS. CROCKETT: You asked earlier -- you asked John Anderson, the San Francisco City Librarian, about minority recruitment, and this is something that I have been thinking about a great deal.

You probably know that Illinois has a program on right now where they are educating ten minority librarians in library schools at a cost of about $142,000, if I remember correctly. It pays the students $6,000 a year for living and it takes care of all of his expenses. It takes care of the director, the advisory board, their travel and their salary, and so on and so on. And this is being proposed -- or will be proposed -- very shortly in California.

But I really feel that we are living in the -- what shall I say? -- the afterglow of the sunset of very large funds -- and to me to spend $14,000 -- $14,200 to educate one student is too much money in this climate. And I really want to promote the idea of thinking of some way to educate more students for less than that.

I came to the State Library from a community college, where I saw many foreign students, who -- probably because they came on their own -- were extremely highly motivated, but I am sure that they were getting themselves through and educating themselves for a great deal less than this kind of money.

And I would like to see the Commission urge people to reconsider the kind of financing for scholarships and education of minority students. I would like to see our -- I think that we have to make much more careful task analyses in our libraries, and break down the task to such a low point that the beginning minority person could come in and work in the library, maybe just answering the telephone, because all he can do is read and write -- and maybe not very well -- and then have different position levels in the library, have as one of their qualifications a certain educational attainment --

maybe high school graduation for one, maybe community college graduation for another, and a B. A. degree, and then finally the library degree.

MR. LERNER: Mrs. Crockett, I want to say to you that I disagree with you one hundred per cent and I do not think you could be any wronger.

MRS. CROCKETT: Well, why do you?

DR. GOLAND: Let me say that I agree with her one hundred per cent!

(Laughter.)

THE CHAIRMAN: Mr. Lerner is from Illinois and that is the state that has the program.

MR. LERNER: I don't think -- you are trying to put people in pigeonholes, and I don't think -- personally, I don't think that this is the forum for that, number one.

But I don't think that -- reading and writing is plenty for a great many people, and I don't think that it should necessarily lead to librarianship either, which is another fallacy that we have been faced with, that we should have librarians running libraries -- which is a terrible error and I think, I just think that this kind of investment in people can grow even further than it has already, and if this $142,000 can take these ten people and do something more meaningful for building beyond that, it is a good investment. I don't think that on the surface it can be turned down.

THE CHAIRMAN: Yes. Well, I don't think we should get into a debate on the thing.

Let the witness state her position.

(Laughter.)

But I did want to ask you: Does the $14,000 figure represent anything like the real cost of producing a librarian in the State of Illinois these days, or is that in excess of what it would cost?

MR. LERNER: Well, I would say --

MISS SCOTT: Not in the State of Illinois.

MR. LERNER: That is probably cheap at the price.

THE CHAIRMAN: This is what I am getting at.

MR. LERNER: Yes.

DR. GOLAND: But the costs involved, I am sure, Mrs. Crockett, are not -- do not include the school costs; these are the costs of advisory committees, subcommittees, and so forth and so on.

MRS. CROCKETT: (Nods head affirmatively.)

MR. LERNER: Also some --

DR. GOLAND: We have perhaps one advisory committee member for each student.

MRS. CROCKETT: Quite a few.

DR. GOLAND: Quite a few, absolutely.

MRS. CROCKETT: Well, I didn't just dream this up out of my imagination. I have some experience in San Francisco with the New Careers Program, in which we were educating disadvantaged people, who were primarily minority people, to be library technical assistants, and I know that that was a very expensive program the first time we did it.

Later on we did it at far less cost by having students who came into the program who were disadvantaged minority students and taking them on and giving them the assistance. There was a little more personal input on the part of the student who came to the program because he wanted or she wanted to be a library technical assistant, rather than in the first case, when we went out and actually recruited.

THE CHAIRMAN: John, one question.

MR. LORENZ: Yes, in the state grant program that is being planned for, is there a requirement that the present local, county and regional effort be maintained at least at the --

MRS. CROCKETT: You mean the state program that is to be designed after the Illinois program?

MR. LORENZ: The ten million dollar program that you are talking about.

MRS. CROCKETT: I think not.

MR. LORENZ: So that they could substitute state money for local money in developing the systems?

MRS. CROCKETT: Yes, indeed.

MR. LORENZ: Yes.

MRS. CROCKETT: And I think that fits in with the Governor's plan to have a new look.

MR. LORENZ: Yes.

MRS. CROCKETT: A new look at the jurisdictions, crossing jurisdictional lines and so forth.

THE CHAIRMAN: Thank you, Mrs. Crockett.

Now Virginia Ross.

Whereupon

VIRGINIA ROSS

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Have I read this correctly? San Mateo County Library?

MS. ROSS: I am Virginia Ross, San Mateo County Librarian, and to give you some orientation, San Mateo is the county directly south of San Francisco and we adjoin Santa Clara County, in which is Stanford University.

You may think that the sequence of witnesses was planned, but it was surely accidental.

I did submit written testimony, and I would like to perhaps elaborate my concern relative to funding of library services:

What I would hope is that one of the things that the Commission can do is to secure recognition of libraries as an essential educational resource, and that support of libraries is equally important with that of schools.

I thought it might be useful if I gave you some examples of what the funding situation is in the San Mateo County Library, and our relationship to other libraries in the area, and why we are so concerned about finding means of support other than the property tax:

At the present time the San Mateo County Library is financed by a tax of about twenty-one cents per hundred dollars, and for the population we serve -- 250,000 population -- this represents approximately eight dollars per capita. And the property tax bill which is in the state legislature, if it passes, will restrict county government agencies to the existing tax levy. So that in the future we will be confronted with rising personnel costs, all kinds of costs, but we will have a frozen level of support from the property tax .

In the area of cooperative efforts and state and federal subventions, in San Mateo County we have a cooperative library system which is financed by the existing state grant program. The level of support is approximately three cents per capita. And we have been able to make real progress in trying to establish means of identifying available local resources and coordinating our access to those.

We are working right now in attempting to develop an inter-type of library cooperation which would tie together the public libraries, the school libraries, and Stanford and so on -- and for this we are seeking federal funds.

And I think that again what I would hope the Commission will be able to do is establish some guidelines and some criteria for this kind of inter-library network so that we use our local resources first, before we go outside of the area, and we have assurance that we can go outside of our local jurisdiction to augment our resources.

And again I have equal concern about the real problem confronting local public libraries, because I think that the property tax base is really being eroded.

THE CHAIRMAN: Any questions?

John.

MR. LORENZ: Would there be an administrative head of the cooperative system in San Mateo?

MS. ROSS: At the present time there is not because we haven't had enough money, and in terms of the amount of time we spend, I would say definitely we need someone to coordinate those activities.

MR. LORENZ: And I take it that you, when you say "federal funding", you do mean through the state agency, perhaps?

MS. ROSS: Right.

MR. LORENZ: Through the State Library. But you would need to count on some rather assured level of funding in order to maintain adequate service?

MS. ROSS: That is correct.

THE CHAIRMAN: Any other questions?

DR. GOLAND: I am not a public library statistician, but --

THE CHAIRMAN: Martin, speak up so that people can hear you.

DR. GOLAND: I say I am not -- I don't have all of the statistics fully at my command, but at eight dollars per capita, it seems to me that you have done a wonderful political job in San Mateo County.

I am glad that you are looking ahead!

(Laughter.)

MS. ROSS: Well, I recognize that there is a limit to what we can do!

(Laughter.)

THE CHAIRMAN: Thank you, Ms. Ross.

Beatrice Schiffman.

Whereupon

BEATRICE SCHIFFMAN

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Ms. Schiffman, will you identify yourself?

MS. SCHIFFMAN: Yes, I am Beatrice Schiffman and I am the regional representative for the National Council on

Aging, and I am very honored and delighted to have been invited.

Our agency -- the National Council on Aging, with its main offices in Washington, D.C. -- has maintained a library partly as our basic function over the past twenty years. We are probably the definitive library in the aging field. We serve academia, serve the professionals, over the years.

We are looking for your support. We need it desperately.

THE CHAIRMAN: Where is the library?

MS. SCHIFFMAN: The library is housed in Washington, D. C.

THE CHAIRMAN: Yes.

MS. SCHIFFMAN: At our main office. We have a library loan program in which people all over the country can ask for material which they want and it is mailed to them and they return it. It is used very extensively over the country. It probably has been the main source of education in the aging field.

I come to you, of course, people-oriented, and I want to talk with you about some of the things that I see that the library could be doing in the aging field to make life a little bit less the terror that it is -- in your educational function.

As you know, so many of our people have said that the next generation is not going to have the kind of senility that we see in the present generation of older people. They will have other kinds of mental illnesses but at least we won't have those kinds of diseases because we have compulsory education.

We note the higher level of education of your younger people today, and see our universities, our higher degrees, proliferating. But we forget that it is the stress and the push of the older people, the motivation of the older people, that has caused the educational explosion by younger people, but that a great many of our older people are not literate. It is kind of shocking when you get into it and see the older people that can't read and write, although their sons may be doctors, and their sons may be lawyers, and they may be highly educated, but the parents probably don't have any of the kinds of degrees that we have.

Perhaps -- I have always said that the most important thing that I learned in college was how to go and look up in the library indexes what kind of study, what I needed to know. This is the kind of thing that those people who are uneducated haven't had the opportunity for.

I would be very interested in our agency working with your Commission in finding ways to help to serve that uneducated group of people who have been the leaders in the country over the years, but whose children know how to study, but who themselves are ashamed to go into a schoolroom. I can't tell you the number of seventy-year olds who have told me, with terrific shame, that they can't read and write, and that they couldn't walk into a school room with their daughter. How can we use our libraries in a flexible manner to reach those people?

How do we use it to teach English as a second language? How do we use it to help people know that they can learn?

Perhaps the greatest terror in the life today is what is happening to older people because of bad decisions. It is not just the depression that they have been through, it is not just the war they have been through -- it is the bad decisions they make as they prepare to retire that is making so much terror and so much poverty and so many problems for all of us that we can't solve -- we just can't cope with the problems.

But in the library, where nobody is ashamed to go, where nobody is afraid to go, no matter what their age -- where we could begin to do pre-retirement counseling, where we could begin to give information in the people's own languages.

Our inner cities is where our old people are coming to. Our little towns, the older people are remaining, but every big city is saturated with a very high percentage of older people.

We see our libraries moving out of the central cities. Perhaps the most exciting thing that happened in our city was when our library moved out of skid row and went off into a neighborhood where the skid row residents just are not welcomed. There was a terrible furor. It was the first time we ever saw those poor older men and the few women who lived there rise up in fury because they needed the library for the magazines and the newspapers. It was their only source of contact with anybody -- these were always older people.

Our inner city libraries are not being restocked. We are looking to our suburban libraries. So in the inner cities there are a tremendous number of people who desperately need those libraries.

THE CHAIRMAN: You mentioned the terror and the misery caused by the bad decisions they make on retirement. Could you elaborate on that?

MS. SCHIFFMAN: Yes, I think that we don't have enough literature in our libraries, and our librarians and our teachers are not knowledgeable enough to understand that you don't pick yourself up as you hit sixty and as your income is cut in half, and move out of where all your supports are -- your friends and your home and your comforts are. You try to make an adjustment -- especially if you are alone -- in your community.

Yet we see a worldwide trend over the country of building new cities and putting our old people in them and isolating them away, and who is writing the books, and who is reading the books that are being written that are saying that this is an extremely dangerous trend? Or who is talking about the fact that mandatory retirement is causing a tremendous number of problems -- that we must have flexible retirement. What libraries are covering the oodles of materials that are printed and that are distributed in industrial gerontology to teach industry how to keep their people productive through the years -- you see the knowledge that extends, there is a tremendous amount of study, we have done an awful lot of research and in fact we have got beautiful material, and it is not in the public library.

People are definitely interested in this area. Now perhaps we could work together -- our agency and your Commission -- and perhaps some of the librarians' associations -- to teach, to educate, to involve ourselves in the education of librarians, to help them to understand not only how to reach the shut-ins, and how to reach the isolated people, who, their last step is to walk into the library in the city, whether they read the book upside down or correctly, because there are people there.

THE CHAIRMAN: Do you distribute your own material to libraries now?

MS. SCHIFFMAN: What did you say?

THE CHAIRMAN: Do you distribute your own materials to libraries now?

MS. SCHIFFMAN: Any library that asks for material gets it. That material which we print at government request is free, and that other stuff is distributed at cost, and we are delighted to have libraries duplicate our library.

I have found, when I was working on the local level, that I could never get any up-to-date good materials. The librarians were lovely, but they just didn't have the material.

THE CHAIRMAN: Yes.

MS. SCHIFFMAN: I believe the librarians are well set up to serve the blind. They are well set up to serve children. But they are not giving attention to the problems of our older people.

They don't notice when somebody comes in and just sits and is quiet and nobody talks to him. They don't reach out with the friendly warm welcome they could give.

THE CHAIRMAN: Well, thank you, Ms. Schiffman. I think we got your message all right, and we will see what we can do.

MS. SCHIFFMAN: Thank you.

THE CHAIRMAN: Next we have Georgia Mulligan, I believe it is, from Information Unlimited at Berkeley. You have been sitting there all morning.

Whereupon

GEORGIA MULLIGAN

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: You have been there all morning making notes on everything that has been said.

MS. MULLIGAN: Yes.

THE CHAIRMAN: How do you think it has been going?

MS. MULLIGAN: Well, faster than my notes.

(Laughter.)

My name is Georgia Mulligan and I am with a company called Information Unlimited, and this is one of the things that I want to talk about today.

One thing I think we all need to examine our concept o a librarian, and perhaps after that, whether we should broaden it or should change it. I was a librarian who was laid off from work, and had the experience of trying to find a job when this kind of a job was not available.

The idea of having an Information Corps, like the Peace Corps, I consider to be the most exciting that we have had, and I volunteer to do it! It is tremendous!

(Laughter.)

Since I was laid off from my job, I have found that there were many people around wanting to do something creative and fulfilling with their lives, and they are not finding the fulfilling work inside libraries. So these people are either not -- getting apart from the library school, or after graduation from library school and finding a job, they are finding the situation in libraries so bad that they are trying to find something else to do.

What I did was to start my own company. And that is Information Unlimited. And what we do is, we provide free lance librarian service to anyone who wants it. We have what we consider very reasonable fees. We are sorry that we have to charge at all, but we have to eat just like everybody else. And I think that we are proving a point that was perhaps made earlier today, and that is that people will pay for certain services in libraries, and perhaps libraries as free institutions should be reconsidered.

We do literature searching, we go and get things throughout the Bay Area. Principally we will do anything for a buck in searching.

This is not new. Anyone who reads Publisher's Weekly will have read an article called "Seek and Ye Shall Find". "Find" is an organization of information finders who contract with anyone who wants information and have a whole fee schedule for it, and nowhere in this article on "Find" was the word "librarian" mentioned, and it did say it would hire anyone who had a brain and was willing to use it -- no other qualification is necessary.

(At this point, Dr. Burkhardt left the room and Mrs. Moore assumed the Chair.)

I think something that we need to think about and be aware of is that we are going to wake up and find that librarians are no longer needed.

There is another thing going on that you may know about called "Inform", where a group of libraries -- public, university, education, and, I think, a special library -- have got a thing going where they charge equal dollars an hour for special library service -- detailed research, literature searching, photocopying and the like.

Furthermore, I would like to point out that fees already exist in libraries. Anyone who has an overdue book knows this. You also have to pay to put a reserve on a book. You have personal costs to go to the library. You have to pay for the car. It costs you a lot of time. You have to leave your job to go to the library.

Another point that I wanted to make was that we need money to find money. I am working right now on a program with the California Library Association on grantsmanship, and I would like to point out that I and my colleagues are totally ignorant of where money is. And I think maybe the first thing we need to do, before we even start, is to find out where moneys are, in that we know that there are sources from the federal government and the state government, but there are also many other sources, and we are just not skilled money finders. If we could get money to learn how to find money, maybe that is the first thing we should do.

O. K.?

MRS. MOORE: Carlos.

DR. CUADRA: I am interested in what kind of services you most typically provide and what kinds of people are willing to pay money for service, and what kinds of rates you and "Inform" have?

MS. MULLIGAN: O. K., well, we will serve anyone, but as you probably could guess, our big customers are from the financial-industrial sector. Our best clients are libraries -- special libraries who need things. They may be in the southern part of the Bay and they need things from the northern part of the Bay, and they need it fast, and we give forty-eight hour service. If we can't provide something, we at least give them a response within forty-eight hours.

I would say that about sixty per cent of the work we have is simply getting things from existing libraries, like articles. The main thing is finding facts, doing what would be typical reference service, the literature searches, compiling bibliographies with annotations, and so on.

DR. CUADRA: How do you do a literature search? What tools do you find useful for working within that kind of a deadline?

MS. MULLIGAN: Indexes like Chemical Abstracts and things like that.

MR. STEVENS: Can you tell me what you think your debt is to the libraries you use as Information Unlimited? Do you feel that you owe, for example, the University of California anything, or Berkeley Public, or whatever libraries you use? Do you feel that they are contributors to your well being and therefore you owe them something and if so, what is that debt and how do you pay it?

MS. MULLIGAN: I have offered. I keep pinching them!

I like -- are you familiar with Inform that I have talked about? I think that is great and I keep reminding people of this and saying, "Hey, why don't we do this in the Bay Area?" My campaign has just begun, you know!

I think I am a taxpayer and I live in one of the cities that we work out of. My partner is in the other one, so that as taxpayers we are entitled to use the libraries as well as anyone else.

Furthermore, in the case of the University of California at Berkeley, we do pay them. You have to buy a card to use it, if you are not a student or a faculty member there.

MR. STEVENS: I guess the point I was trying to get at is, are you paying in proportion to your use? You said "as a taxpayer in the community" you have an equal right to use that library, but are you using it in an unequal way by using it as your source for your money-making essentially?

MS. MULLIGAN: What is equal? You know, it is a problem.

In fact, they are considering -- they are presently charging a ten-dollar fee for a card to use the library, and they are considering raising that fee to cover what they might consider a burden, over-use.

MR. STEVENS: We heard some resounding testimony today on the usefulness of free libraries to the vitality of the industrial community, and I had hoped you would reinforce that and say that you have to have free libraries and we need them.

But you feel that you are willing to pay, and you should?

MS. MULLIGAN: Well, I think that we need information and we need service and we need to get it any way we can. But the whole -- we wouldn't exist, we wouldn't even have been successful in our business if there wasn't a need, and that has been filled.

And the people who are financing it are not willing to wait fifty years or a hundred years for free libraries to provide the services that they need.

MR. STEVENS: Thank you.

MRS. MOORE: Thank you very much for your testimony.

Our next witness is Sister Mary Alice -- Sister Mary Alma, I believe it is.

Whereupon

SISTER MARY ALMA,

was called as a witness, and was examined and testified as follows:

MRS. MOORE: Sister, will you identify yourself for the record, please?

SISTER MARY ALMA: Yes. I am Sister Mary Alma. I am Director of the Library Training Program, training only school librarians at the fifth year level at the University of San Francisco.

I just wanted to make two statements:

In listening this morning, the question was asked, "Why is it that libraries have such a poor public image?" Well, I think the whole key is service, and there isn't any library that I know of but is lacking in personnel. And because that is due to lack of money -- bond issues have failed for schools, I have heard, everywhere, and something has to be done. We can't solve the problem of libraries until we can get the personnel that we need desperately in the libraries.

In the schools -- no librarians in the elementary schools. When the teachers are laid off, who are the first ones to go before the teachers? The librarians. And this is at all levels.

So I would say that with regard to school levels, that the E. S. E. A., Title Two, money has been pushed into books, we have got plenty of books. Somebody would object to this. So why couldn't something be done to help underwrite personnel in the schools that need money desperately? And I think that this should be given really serious consideration;

Either set up demonstration libraries where you prove that where there is sufficient staff, there is excellent service -- and that also applies to public libraries, some way that they could be helped to be funded partially, do you see what I mean? So that they could bring in the librarians that they really need, who are waiting, who are trained -- bring them in and show that the key to good publicity is good service, and that means sufficient staffs, and they don't have them.

The other comment that I would like to make is this:

In listening to you today, you are getting, on a regional basis, from key personnel at the top level and not at the grass roots, what is wrong with libraries, and what is needed.

I would like to see you set up a fund, or get a fund to set up Commissions similar in format to the one you have here, in each state, who, with a one-year time limit, following the guidelines that you would set up, would have regional meetings throughout the state, and would make sure that they got publicity within their state for the result of the hearing in each area.

Then you would be focusing public attention and light upon the problems. And you see, they vary from area to area, which you are aware of because of your regional meetings. But I would like to see -- I think that the format of your Commission is excellent, but you are just so many people, very busy people, and you can only come to certain people and get certain people, but if you could fund that, then in one year's time you would have all of the information that you would need on every type of library from each state.

MRS. MOORE: Would anybody like to ask Sister a question?

DR. GOLAND: Do you see any possibility of revenue sharing funds helping with the problem of school libraries?

SISTER MARY ALMA: Well, I think that what I would like to see -- and I see it through my library literature -- there is a trend, there has to be closer cooperation between the public library and the school library to each other.

Take the public schools in San Francisco. They have to close. They can't stay open in the afternoon. The students have to work. Many students have to work, in the afternoon. They can't use the school libraries at night, but they have to depend on the public libraries to get the work done. Well, there should be some kind of revenue sharing between the libraries -- the public library and the school library -- in order to, you see, we have a peculiar situation in San Francisco. I understand the janitors want to get their work done in the afternoon and we can't get over that. It is a political thing and we just can't get over it.

But in many places, you know, there are evening services in the public schools that relieve the burden on the public library.

But there should be revenue sharing. I can see where the state would, if money was coming in, just partially, or if your state or if we had these state commissions, if the state commission could get a satisfactory amount of funds, like they did with E. S. E. A. in California, and we have Part Two, Title Two -- we set up demonstration libraries where the school district in that case pledged that there would be full-time librarians in the school libraries at the elementary and secondary level. They put everything into that library that was required by the A. L. A. standards and paid for it out of federal funds.

But not every school district could afford to put in the libraries, you know what I mean, to get the librarians and salaries.

MRS. MOORE: Are you suggesting, Sister, that you think a better use now of Title funds --

SISTER MARY ALMA: That was the purpose.

MRS. MOORE: It should go to personnel rather than books?

SISTER MARY ALMA: Yes, definitely. Let us show that the school, particularly at the elementary level -- to me the library at the elementary level is far more important than even at the secondary level, because reading and libraries go hand in hand, and you have to have the library.

Now the Right to Read Program -- I don't know whether it is in every state, but it is here -- they have a certain five hundred dollars, which is not much, contributed toward the salary of the librarian. Well, it doesn't pay anything of the librarian's salary!

But the key to all of our problems is the lack of money, because of bond issues failing everywhere, for personnel. And I would like to see the E. S. E. A. money, because I know, because I worked at the state level in the beginning, an awful lot of money goes down the drain in books, because of time lags, you know -- you had to get anything; you didn't get quality books. You just got everything, get within your deadlines where you spent your budget.

But I would like to see that money put into personnel, and it would be determined by the State Commission that would be set up in each state.

MRS. MOORE: Does anybody else have a question to put to Sister?

Thank you very much, Sister, for remaining to testify, and we appreciate your interest. And I would like to add that, since I am a former supervisor and director in an office of education, I agree with you about that.

(Laughter.)

SISTER MARY ALMA: Yes, you can see the problems.

MRS. MOORE: Our next witness is Anna Fagan Ginger.

Whereupon

ANN FAGAN GINGER

was called as a witness, and was examined and testified as follows:

MRS. MOORE: Would you please identify yourself for the record?

MS. GINGER: Yes, I am a trainer and sponsor of training at the Mickeljohn Civil Liberties Library in Berkeley. I have submitted testimony in writing, and I will have to tell you a little to get you started because, I take it, you haven't seen the testimony yet.

I had to start a library, in a sense, as an attorney in the field of human rights, in order to satisfy my own needs. And in the process, I discovered that there are practicing lawyers and clients and ordinary citizens all over the country, who are anxious for materials on legal issues in general, and particularly on questions of public law or constitutional law or human rights.

It seems to me that there is -- and I am talking primarily then in two general areas:

Law materials.

And human rights materials which are legal.

I will not discuss the general need for legal materials, although I think you will see that it is implicit in what I am saying.

There is a great, increasing public demand for raw materials, I think, in the field of public and constitutional law. We get queries from all over the country, from young people who are writing term papers, queries from attorneys, from judges, from the public, some of whom have just gone on a jury or just got off a jury, wanting to understand something about the legal system. They cannot go to the presently existing law libraries or public libraries for this kind of information, because the particular kinds of things that they need are not collected there -- and I will come back to that in a minute.

In talking about the demand, I have a particular angle that, I think, gives me greater -- it gives my point of view more strength, and that is that the Constitution really requires that in a democracy, in our democracy, patrons of libraries and the citizens in general have access to material about human rights law. I don't have to say it -- we cannot operate our courts unless trial and petit, trial jurors know something about the law. We cannot educate a person enough about the legal system from the time he sits in the jury box so that he can do a proper job. He must know something about the law before he steps in the jury box, so that the lawyers and the judge can feel that he already knows.

In addition, in a state like California -- but it is true in other states -- the voters, in order to vote intelligently on propositions, must understand more about the law than they now do.

And we find that people are able -- non-lawyers are able -- to use legal materials, if they are given sufficient assistance by trained librarians, who also have lawyers to help them.

I am thinking then of patrons of legal materials as not only the law professors and judges, whom we now serve very well. I also am a law professor. But for this purpose I think that the people that we are ignoring or not serving efficiently are the practicing attorneys, the public defenders, the attorneys for government agencies, the clients, the organizational clients, as increasingly groups of people file class suits, for example, and also jurors, and prospective jurors.

My proposal for federal assistance then is that people be hired as consultants who have a double experience or a double concern -- in my case it is law and librarianship; in another case it might be medicine and librarianship, so that we can help train librarians. And I have spoken to the library school at Berkeley and people seem quite interested, and what I say is not the same thing that they are getting from other professors -- training librarians to work more effectively in the legal field by using practicing attorneys to teach in library schools, to give on-the-job training for librarians, and to talk in libraries to the public about legal questions.

My testimony also deals with the fear on the part of many librarians that they will be charged with practicing law without a license, and that this fear should be gotten rid of. There are ways of giving -- of referring people to materials and to lists of lawyers and so forth that I do not think violate the standard of ethics of the legal profession.

But in addition, we need to prepare and collect new kinds of materials:

For example, one of the hardest things to get on any Monday afternoon or Tuesday morning is a copy of the opinion handed down that day by the United States Supreme Court in Washington. They are printed in a little magazine form but you couldn't write and get one from the Government

Printing Office because they are not printed in sufficient numbers. In order to get the Supreme Court opinions you have to Xerox or buy the whole set.

I think that this problem could be solved with the help of the Chief Justice and a plan made to recognize that people want a copy of an important opinion and they want it quickly and librarians get requests for these.

Another thing that we ignore largely -- and this is the main area of my library collection -- is briefs written by lawyers. As you know, briefs are not really short; they may be very long. But it is the work product of the lawyer and from this brief the judges write their opinions. The only briefs now available to the normal law library services are United States Supreme Court briefs, and they are not available quickly. They are only available at the end of the term.

By clipping newspapers and writing letters and requesting, you can collect -- and we have in fact collected four thousand briefs in four thousand cases, just in the field of human rights law alone. These then are in high demand. We sent out hundreds of them by Xerox over the years -- over eight years.

In addition, people are interested in having a reporter service in the field of human rights law as we finally have in the field of equal employment, and fair housing, and poverty law.

But our field in, for instance, First Amendment rights -- the right to know, the right to have a library, any knowledge of what is happening about censorship or obscenity. There are also other areas of First Amendment rights, that are not now published, and the answer is what we were dealing with before. Might libraries -- I used to call it "non-profit"; it is also popularly called "low budget", "dead growth", and there is no money in this whole field of law, and therefore there is no money in this field of librarianship.

And unless assistance comes in the form of hired consultants like myself to support libraries or librarians, or to use our materials, we cannot survive. And yet the need is very great and increasing.

Another kind of material that could be provided is a glossary of legal terms. People like to know what is happening to them when they go to court. I think they have a right to in a democracy. They cannot find a simple book that tells them the definitions of legal terms of what is happening to them.

The last thing, I think -- it would be very expensive but I think it is very important to have somewhere the transcripts of trials. I have the only transcript in my library of the Free Speech Movement Trial from 1964 in Berkeley. This is a very important document. I have made it available now through a company in New York on microfilm.

But there are other trials in which there never will be an opinion by the United States Supreme Court, because the verdict is settled by the jury, and yet it is an historic case. Those transcripts will be lost. Libraries will not have them. Law libraries will not have them. And some of the most important cases will be lost in the legal literature unless some method is found of collecting them.

I could go on at great length, but my proposal to solve some of these problems is to set up, and actually have all ready -- I haven't heard of it -- a Subcommittee on Legal Materials.

Another Subcommittee which is closer to my interests would be a Subcommittee on Human Rights Materials, which would include and be primarily legal materials in the field of the rights of human beings, civil liberties, due process of law, and equal protection under the law, guaranteed by the Constitution and the Bill of Rights and the Amendments to the Constitution, but now largely a secret law unknown to the public as a whole.

That is my statement. I would be glad to answer questions.

MR. LERNER: Is the Mickeljohn Library the only library of this type in the country?

MS. GINGER: I guess it is.

MR. LERNER: Collecting in the field of human rights?

MS. GINGER: As far as I know, in the world. I have tried to find others.

One is the area of human rights.

The other is the nature of the materials, which is not books, but what we call the work product of the lawyer -- the pleadings, the briefs, the interrogatories and so forth and so on.

Yes, to my knowledge, it is the only one. And everyone says to me "It is fine", and they all assume we are connected either with the University of California or perhaps with some funds from Dr. Mickeljohn -- neither of which is true.

MR. LERNER: What are the feelings of law librarians when you talk with them about this subject?

MS. GINGER: They think it is excellent that we do it.

MR. LERNER: They don't want to do it?

MS. GINGER: It is a lot of work. We clip 150 periodicals. We write letters to lawyers all over the country. I feel that if I were not a lawyer, I am not sure that the thing could have started. And if I were not a woman, I am not sure that the thing could have started -- because I talk to the secretaries. The lawyers would never send me this stuff, but the secretaries, because I am a woman, know what I do, and I go around the country from time to time and they will send me things. They will remember.

It takes your full time. I write articles in library journals, in law journals, to try to build -- there are libraries a little bit like this, I think, around the race relations law report in Nashville, there is something vaguely like this. But they don't have the service to the lawyers. A lawyer calls me up in the middle of the night and says, "I am trying a case in Texas. You wrote an article on how to sue the police. What do I do next?"

Well, I may not know, but somehow it gives them confidence that there is someone to call. So it is a service by a combination lawyer and librarian in a "right now" approach, like the speaker who spoke earlier, except here there is no money; that is the primary difference.

DR. CUADRA: How are your materials indexed?

MS. GINGER: We have 290 categories that we have worked out over a period of time. And I put a classification key in each set of the testimony, and I would be glad to send you one.

We work in three categories:

Civil liberties under the First Amendment.

Due process of law under the Fifth and Fourteenth Amendments.

And civil rights under the Fourteenth Amendment.

And within those, 290 categories.

DR. CUADRA: When you get an inquiry on the phone, does your depth of indexing of 290 descriptives, is that enough for you to be able to make a match between the inquiry and the file?

MS. GINGER: Well, I don't happen to believe in computers as being the only answer, but we have had to develop a lot of materials, so that in fourteen years I have published fourteen volumes of something called the Civil Liberties Docket, which describes 8,200 cases, in half of which we have some materials -- like a brief or something.

And we also recently had published the Human Rights Case Finder, a book, which lists all 8,200 cases, both by category and by title.

And somehow among these various methods of my memory and these tools -- and the lawyer may remember something -- we do all right. We could do much better, however.

DEAN DUNLAP: Is your library supported by the Civil Liberties Union?

MS. GINGER: Supported in spirit, but not in finances.

DEAN DUNLAP: Where do you get your money?

MS. GINGER: We get -- we have a very low budget. I am unpaid. Everyone works part-time. We give great thanks to volunteer librarians and students -- librarians contribute five to ten dollars a month. My income is half from donations and half from the sale of materials, including Xeroxes of materials which I write and which then pick an area and describe it more fully.

It is a perpetual puzzle and how long -- it makes no economic sense to continue, and I don't know exactly the next step.

We have tried large foundations. They say we are too small.

We tried small foundations. They say "Lawyers must fund you."

Everyone assumes somebody else would fund us -- and nobody else does. Lawyers are tight-fisted with money in areas where there is no income -- and I understand why. And when I have made a policy of saying, "Please send a portion of your fee", they say "There is no fee" -- which, I am sure, is true.

And I don't know anyone who doesn't think that the library is very useful, and I have never found anyone who was willing to take on the burden of really thinking through, so my proposals were for myself as well as for the people similarly situated. If I could be hired as a consultant from time to time, if I could be paid by a school when I give a speech, this helps fund me. It is not directly tendered -- and we do have work study students, many of whom have gone on to become lawyers throughout the country, and they have done useful work and have learned a great deal of practical material from working in our library.

The students from Antioch College, three young black students, pre-law students, want to come and work in our library. I don't care -- if they would come as work study, it is very expensive, I don't have the time to absorb three of them. You are never paid to be a supervisor of work study students. And so I guess I will absorb one.

It is a very difficult question. And there are answers that would help my particular library.

But also other law libraries could collect more of the briefs, the transcripts, and so forth and so on. I think a discussion of the need would really open a Pandora's Box.

I think that you would find that a lot of practicing lawyers are dissatisfied with the present service that they get from law libraries, even the best law library, because of the failure to collect the work product of the lawyer, which is a human task -- it is not buying a book. You have to find out that there is a case, and you have to find out that there is an appeal, and therefore you know that there must be a brief, and you have to write for the brief before they are all gone.

It requires a lot of --

MRS. MOORE: I am sorry to have to call time on you, but we want to thank you.

I want to say, on behalf of the Commission, that we hear a great deal about the needs of society and the business community, and I think you have given us a mind stretcher here this morning.

On the Advisory Commission, Marian Gallagher -- and I am sure you know her -- was very interested in law libraries, but this is the first time that we have had anything of this nature, and we thank you for your testimony.

MS. GINGER: Certainly.

MRS. MOORE: And assure you that it will be studied carefully.

MS. GINGER: Thank you.

(At this point, Dr. Burkhardt returned and resumed the Chair.)

THE CHAIRMAN: The next and final one on the list for the public session is Jacqueline Wakefield, Ventura County and City Library.

Whereupon

JACQUELINE WAKEFIELD

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: All right.

MS. WAKEFIELD: I am Jacqueline Wakefield. I am in Children's Services for the Ventura County and City Library, and I am also Chairman of the State Children's Services Chapter of the California Library Association. I did submit written testimony.

Spending the entire day here today and listening to the testimony that has been submitted, the majority of it has been concerned with adults and adult type services. Naturally I am concerned about the child as a library patron, and I feel that this is an area that needs a great deal more attention.

Very frequently we find in suburban libraries that children constitute a very, very large percentage of our library patronage, sometimes as much as half, and yet we hear very, very little about the child as a library patron as far as funding is concerned on the state level or on the federal level.

I also want to reinforce what Sister Mary Alma said about the need for qualified personnel in school libraries, especially on an elementary level. Frequently you do find that there are qualified librarians on the junior high and the high school level, but the plea that I want to make is for the child who is beginning to learn to use the library, both the public library and the school library.

We have a great deal of concern for library service to the adult patron. Yet thatadult patron was once a child himself. And if we can make children feel comfortable and feel good about library service at a very young age, they are going to grow up to feel good about the use of libraries.

We are talking about five and ten and twenty-year goals. Isn't it important that children be considered in these goals as the potential adult library user, in a much wider area as an adult than they use as a child?

School librarians are needed very, very badly, and we find that they are given very short shrift. We find that there is not qualified personnel in elementary school libraries, and the public librarian receives what we might say is the "run-off" from the school libraries, after school hours. We do a tremendous amount of service to the young school patron after hours. We find that it is almost impossible sometimes to keep up with demands that we have from the young school patron who comes to us for library service after school hours.

Grace Mac Duff spoke about the proper relation of libraries to other organizations, and I feel that this is a very excellent point. There is a tremendous amount of need for cooperation and there are hangups among school librarians and among public librarians -- an overlapping, and where do we draw the line?

I think we need to forget about these things and say "Let's get together. How can we function to best serve the child?"

I would be happy to answer any questions, if there are any.

THE CHAIRMAN: Yes. Mr. Dunlap.

DEAN DUNLAP: I am much impressed with the great job that school librarians have done, of course. I think you might say that perhaps two-thirds of the youngsters use libraries and only one-third of the adults.

What happens to the children though? How come they cease to become adult readers?

MS. WAKEFIELD: I think that it has a great deal to do with the philosophy which prevails in schools toward libraries, toward elementary school libraries and junior high school libraries. You see this among administrators, and Sister Mary Alma --

DEAN DUNLAP: Well, does that follow, because children use the public library extensively and intensively?

MS. WAKEFIELD: Because there is a different philosophy.

The school library is something where they are -- I don't like to say "forced" because that is not the right word, but they must use the school library because they have to have this material to meet their school's curriculum requirements.

The public library has a different philosophy in that the child comes to them out of their own interest.

DEAN DUNLAP: I am not sure that you are reading my question.

MS. WAKEFIELD: Yes?

DEAN DUNLAP: If children use the public library when they are youngsters, why don't they use the public library when they grow up?

MS. WAKEFIELD: I think that -- and I am not answering your question directly now either -- I think that they would use the library when they grew up if a different philosophy prevailed on the lower level when they were younger. There wouldn't be this need to use it to meet certain requirements they must have scholastically, to fulfill their curriculum.

THE CHAIRMAN: Martin, speak up -- oh, I thought you had a question.

Any other questions?

Well, thank you very much.

Now we have Mr. Keith Revelle.

Whereupon

KEITH REVELLE

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Revelle, you are Director of the Latin American Library in Oakland, correct?

MR. REVELLE: Correct.

THE CHAIRMAN: You have sent us some written testimony, and would you like to add to it or comment on it?

MR. REVELLE: Not particularly, unless you had some question you wanted to raise about the testimony. I have about one page that I wanted to add about costs, which I missed, but I will hold back on that and see how the questions develop.

THE CHAIRMAN: All right.

DR. CUADRA: I had one:

You mentioned that local library administrations usually have an extremely low profile within their cities and don't have the kind of muscle needed to push for certain services.

MR. REVELLE: Well, this is based on conversations I have had with people who viewed at the same time as I did the Southwest, and they have gone to various meetings that I have gone to, and this seems to be a common complaint.

I have recently participated in an advisory committee for a survey that established a Model Cities library project in Albuquerque, New Mexico, and the funding problems of the city library seemed to derive from the fact that libraries are always on the bottom of the totem pole, and this is true all over.

DR. CUADRA: My question was, why do you think this is?

MR. REVELLE: Oh.

DR. CUADRA: And how could muscle ever be developed? What is it going to take to change the low status of the low profile?

MR. REVELLE: In twenty-five words or less?

(Laughter.)

DR. CUADRA: If you could do that, it would be worth the afternoon!

MR. REVELLE: Well, I think that anything I could say in the little amount of time that we have would be very superficial. But I will try anyway:

I think that the type of library service that I am associated with, which comes under the heading of community outreach project -- obviously, since I am there I think that it is the best kind of library to have, but I think it is a good kind of library to have generally because your library develops a very close interworking relationship with the people it serves.

In our case, this is with a community. And it is a community that is defined by geography. We are more associated with the area of East Oakland, which has a high concentration of Spanish surname people then we are with any other area of Oakland, although there are pockets of Spanish-speaking people throughout our city, and although we are part of the "boss" system, the service system, and we do have obligations toward the Chicanos in Berkeley too. But our main community, our contact, is with the people of the Chicano community.

And we have had in the past an Advisory Commission composed of citizens from the area. And now that we are a new library, I think that it might be a good time to reactivate that committee because we get much greater facilities and consequently can expand our horizons. So maybe the time has come again for a highly formal community input.

We have a community input on an informal basis constantly. We have been in the community for so long -- for seven years -- and have been members of the active community organizations for so long -- that we now count these people on a first-name basis. And I think that only by getting to the people who hold the purse strings that the library is so much an integral part of the community can we hope to -- well, in our case, increase the chances for continuance. I think that it is a very simple thing to say, and I think that it is a comment on librarianship that if you want to continue you must involve the community.

I sometimes jokingly say that I have about 35,000 bosses. There are 35,000 Spanish speaking in Oakland. It is a highly individual culture which stresses individuality and everybody has his own view on how things should work, and I listen to what people tell me.

So I think that the more I listen, the more profile our library has in our community. Now if you want to extend this to other library operations, I think that it is perfectly justified to do so.

THE CHAIRMAN: Mr. Revelle, do you conceive of libraries such as yours -- Spanish American libraries for non-English speaking people generally -- to be a transitory kind of problem that will ultimately work itself out? Or do you see it as a permanent institution that deliberately ought to be fostered and kept?

MR. REVELLE: Well, I think there are two aspects to the question:

First of all, I think -- as with the whole area of ethnic consciousness -- that there are definite elements, transitory elements, involved. Now what your definition of "transitory" is, is the point here. A transitional period can last for fifteen thousand years.

So I operate on the assumption that the sensitivity to one's cultural background, and the need to express it, through existing institutions such as libraries is a phenomenon that will continue for the foreseeable future.

Now as to the nature of the Latin American library and its approach to library services, it seems to me that the way we operate is easily transferable to a number of other library situations, and I don't feel that that element of our character is transitory.

If I may digress just a teeny bit, the building we are in currently, which is an old building, built in 1915 -- and it is the old Carnegie Library building, and it was built to be a community center, and it has an auditorium and study space and storage space, and it is a place where you not only can check out books and records and other materials, it is also a place where the community can come and express itself as a community. And I stress the point that this building was built in 1915. So this whole idea, of which we are a part, of getting outreach to the community has been with us for a long, long time.

THE CHAIRMAN: Lou.

MR. LORENZ: Could you tell us briefly how the project was begun? Whether it was begun as a demonstration? How is it now funded?

As a successful project, has it been actually copied by other libraries?

MR. REVELLE: O. K., this is the background:

Citizens in Oakland of Spanish speaking heritage, back in 1965 expressed a need to the then Chairman of the Oakland Library Commission, who was himself Spanish surname, for materials in the Spanish libraries, and an application was made to the State Library in Sacramento for a nominal sum to purchase these materials.

The response was an offer for a two-year demonstration project to test the feasibility of library operations for the Spanish speaking, and $300,000 for the two years, for 1966 and 1968. Many people were involved in finalizing the arrangements for the project, for getting it off the ground, for determining its goals and for getting it on its way. People in Oakland, in the Oakland Public Library administration, were involved. People from the State Library were involved. People from the federal level, regional representation, were involved as well.

We are still a primarily federally funded library demonstration project in our seventh year, and now I don't know about the continuance of our federal funding. I mean nobody knows anything about it.

I would hope that we have proven our worth to the City of Oakland, so that if the times comes for the City of Oakland to assume financial responsibility for the project, it will be an operation in the City which should have a high priority because it has been so successful and so welcome to the public. Now, to an extent, this is the responsibility of the library staff, to make sure that the people feel this way, and I hope that this will be the case.

This may be the point to talk a little bit about the tooling or scheduling up, I mean, on the subject of money. I think that there is a tendency for many people, when they ask the question, as you did, to assume that it is going to take a lot of money, and I would like to make a special plea for the fact that a library in operation of a community outreach nature is really not an expensive proposition in comparison with other kinds of library services, and for a couple of reasons:

One is the fact that the largest item on your budget is always salaries, it seems. In our library, and in similar efforts throughout the Southwest, our type of operation is staffed by younger people, who always get less money than their seniors -- and that is a saving right there.

And also, the fact that, as someone mentioned in earlier testimony, that there seems to be a great deal of dedication and a willingness to put in off-card hours. So, on an hourly basis I think that the salary cost is very nominal.

Now the materials, the type of materials that we use, with the exception of audio-visual materials, which are extensions of other -- extensions for everybody, seem to be the kind of thing, so ours has been a paperback format and some very expendable comic book magazine type materials that you find, and it is very difficult to control exactly, so we don't try -- compared to other types of library material, it is very nominal.

So I think that the question is, in relation to my kind of library, is not who should pay the bill, but the same old question that we have all had to grapple with since time immemorial, which is the question of priority and deciding for "A" over "B". And that decision, of course, can only be made by proving success in one's work situation.

THE CHAIRMAN: We have time for one question:

MR. LORENZ: Has the demonstration been copied in other localities?

MR. REVELLE: Well, I will try to answer that question without exhibiting too much -- I think, in many aspects, yes.

One of our main activities has been bibliographical work. We have produced materials and books and English and Spanish film which relate either to Chicano people or to people with Spanish surnames -- Chicano people are not necessarily Spanish speaking -- and these pop up in the most unforeseen places, and I assume that this is one measure of its success. I think someone said that the greatest type of flattery is to copy, and I think that is fairly common.

I know that those of us who have worked in the field of serving the Spanish surname are a rather small select group. We all know one another and every time we have an opportunity to get together, we exchange ideas and experiences and we can see what the other people have been doing.

It makes it somewhat difficult to say that one person has influenced another one. I think that the chances for our having influenced others, other libraries, is greatly because we were first. The people in Oakland and all of the administrative personnel at all the levels and the citizens who got in there first -- which, I think, is our edge.

THE CHAIRMAN: We have a chance for one question now.

Martin.

DR. GOLAND: What is your view in this type of library of the service in the sense of the community information center as opposed to the more traditional library educational material?

MR. REVELLE: Well, I am sure that you are familiar with an article which appeared in the Wilson Library Bulletin last month where this question is cast in a broader sense, you know, what should a library be?

There is a project in Champaign, Illinois, where some of the community advisory groups said "Let us distribute food to people who are hungry", and a great deal of resistance to this idea was registered. I don't know whether I could say that that was a very proper thing to do, but I would certainly say find out from somebody who is hungry, work and go get the food -- and that is a positive answer to your query on the library functions and information center. We have done this from the beginning, and we were in there from the very early stages of community -- of grass roots community development in our community, when they did not specialize services to be had by the community. So we were making referrals to legal aid, and referrals to welfare, and to the health department and so forth.

Now there are community organizations that deal with legal aid, with narcotics education, with welfare, and group health problems, and our referral continues, but we refer people a shorter distance now.

The other informational function which we do perform is to act as a clearinghouse for all significant events which are taking place in our community and in the area which may be of interest to our patrons, and I think this is quite interesting.

THE CHAIRMAN: Thank you, Mr. Revelle. I think we must now move on. We are running quite a bit behind.

MR. REVELLE: Thank you.

THE CHAIRMAN: Could we now have Donna Joachim?

Whereupon

DONNA JOACHIM

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Have I pronounced your name correctly?

MS. JOACHIM: Joachim.

THE CHAIRMAN: Joachim. You are from Multnomah, Oregon, is that right?

MS. JOACHIM: Multnomah County, that's right.

THE CHAIRMAN: Yes.

MS. JOACHIM: You all have my testimony?

THE CHAIRMAN: Yes.

MS. JOACHIM: And I come strictly as a library user. I have no connection with the library. I wrote, because of our current problems there, and at the time I wrote that we had no idea whether we would have a library or not. Now federal revenue sharing went through and we have one -- until next July!

THE CHAIRMAN: But you did succeed? That is the first question that I have.

MS. JOACHIM: They are still there until July, and then the budget comes out again and I guess I wish I could go to the questions.

THE CHAIRMAN: Well, what sources have you got now for the library services?

MS. JOACHIM: The library is supposed to be funded out of the general fund for the county tax for their entire budget.

We were originally thinking of trying to get dedicated funds for them but we have seen how that works with the highway funds. The county takes the money and puts it into a general fund and then decides from there who gets however much. And they knew they were going to be short, so they asked for a tax measure on the ballot.

But they were advised not to mention the library services on this list of county funds to be curtailed and they only listed the hospitals and a couple of minor other things. And the people have been turning down the hospital budget for years, so naturally it was turned down again.

THE CHAIRMAN: You get nothing from the state at all?

MS. JOACHIM: No, this is strictly between a library association and the county. We got nothing.

THE CHAIRMAN: I take it you don't hold out much hope for revenue sharing as a source of money?

MS. JOACHIM: Not permanently. It may get us through another year after this, but we can't go on that way. I would like to see something permanent.

MRS. MOORE: Now the Portland Library is a private association, is that not right?

MS. JOACHIM: Yes, it has a contract with the county. The county supports it and they provide services free of charge.

THE CHAIRMAN: Lou.

MR. LERNER: What community organizations banded together with you when the proposed cuts of the library services were announced? What did you work through? Was it, you know, your own setup or organization? You know, who banded together to help you?

MS. JOACHIM: Well, the group, that I am working with -- and they paid my way down here just so I would be able to go back and say, "This is what they are talking about". -- is called "Keep our Books", and that is strictly people like myself who have never done anything like this before. We are setting up and going to go into some research on funding in our own area and whatever from other areas that we can get.

There has been the formation of a group, "Friends of the Library", up there, which, at this point, is not affiliated with the national group.

And then different individuals came forward -- no particular group.

MR. LERNER: Well, that is what I wondered. Were there community groups who said, "Well, you can't do this to us"?

MS. JOACHIM: No.

MR. LERNER: Or "This is our community"?

MS. JOACHIM: We formed one, and we became the group, and everybody else just stood back and nodded!

THE CHAIRMAN: Now I don't know whether you are aware of the fact that this Commission has already embarked on a study to find out how libraries throughout the country are financed and to make some recommendations as to what resources -- tax resources and others -- could be used to finance them. We have only just begun but at least we are underway with getting the facts of the situation which will enable us to make something of this.

And if you were here this morning, you heard quite a bit of reference to the possibility of this getting away from the property tax base and going on to an actual state tax base, which is also very much in the wind.

But other than that and revenue sharing, I think that is about all the action there is at the moment on this level.

MS. JOACHIM: Right. Well, I have noted in the information I got, when I first received your inquiry, it stated that you had such a group and that it was rather new and our group was going to try to get hold of them and find out what you have and, you know, to work with them. I don't see any point in duplicating efforts.

But it kind of came to our minds that possibly, being the "grass roots" -- most of us are housewives or working people in the lower part of the community; we don't have the big money or anything -- we would look at it from a different angle and maybe think of ideas or approaches that businessmen and lawyers and people who are used to coming out in contact, might not see or consider, and we thought we could do nothing but try.

THE CHAIRMAN: Yes, Bessie?

MRS. MOORE: I am curious to know how you -- I rea your statement with great interest -- and I am curious to know, you say you haven't done anything like this before -- what se you off to doing this?

MS. JOACHIM: Well, it was two things coming close together:

In January or February, we were notified by the School Board that there would be an elimination of kindergarten, and that the school year would be shortened by four and a half weeks, that that this -- the year that is now in progress -- would have curtailed curriculum, due to lack of money.

And just about the time they had argued this with the school board for a while -- and I wasn't active in that, going down to meetings necessarily, but I was very interested -- we finally got them to compromise on their viewpoint.

About the next day, I think it was, we found out that we were going to lose twelve of our eighteen libraries, and those staying open were going to be curtailed sharply to where they would be almost, you know, totally inefficient for the people that we knew.

And I just got angry. I said, "It is too much.

You are taking away my schools. You are taking away my libraries." I said, "It is too much!"

THE CHAIRMAN: It was just outrage then?

MS. JOACHIM: It was. It was, a little shocking that everything went at once.

MRS. MOORE: Do you have children in school?

MS. JOACHIM: Yes, I have several children in school.

MRS. MOORE: Do you work or do you --

MS. JOACHIM: I am going to be going to work next month. I am in school myself right now.

But I have three children of my own in school and three stepchildren in school, and I get a little upset. I have one starting kindergarten this year.

MRS. MOORE: The reason I mentioned it in this question is because I think it is such an admirable trait the way you described yourself as being in the "grass roots" for you to take hold on this, and I wanted to especially compliment you because it is citizen participation like this that is needed in these kinds of things.

MS. JOACHIM: Well, thank you. You are going to think that too when asking somebody else to do it for us wasn't getting us anywhere.

THE CHAIRMAN: Mr. Lorenz.

MR. LORENZ: Was the State Library able to help you? And did the local library board assist you in your efforts in some way?

MS. JOACHIM: The State Library, at least at the present time, couldn't financially help us. Their budget was set; ours was set. We are not affiliated directly with them. We got cooperation but not financial assistance.

The members of the library staff -- Mr. Burkhardt is our head librarian out there -- has been very cooperative.

THE CHAIRMAN: Well, I am glad to hear that!

(Laughter.)

MRS. MOORE: That relieves you!

MS. JOACHIM: He and his staff have done everything they could to help us to get people interested, to, you know, bring it out before the people. We had a petition drive, and although they were not going to be allowed to put up posters or anything for us in the library, they have -- as people -- helped along this line.

The library board has been cooperative, but a little aloof. I don't think they trust us yet. They have had too many citizens volunteer to help and get in the way! But they have been cooperative in that they have not objected in any way, and anything that we have asked of them, they have very quietly said "Yes". So we haven't had any resistance. It hasn't formulated anything effective at this moment.

MR. LORENZ: What do you feel were the decisive factors in your success? The number of people that you involved? Or was it the argument that you used?

MS. JOACHIM: I think it was the fact that they were threatened. We never actually got to the point of having to turn in our petition because before we could get them all signed, at the peak of our drive, the Commission said that "We have it. We will have a utility tax. We don't need the petitions any more. You definitely will have your library."

And then a controversy came up and they said, "We will find a way."

I think that it was that three out of the seven were up for reelection and they got quite a good deal of resistance.

(Laughter.)

THE CHAIRMAN: Well, thank you very much, and it has been very encouraging to all of us to have people like you get in there and do it. It shows that you can get results.

MS. JOACHIM: Well, thank you for asking me.

THE CHAIRMAN: It is a pity we always have to get to the stage of outrage before we have that action, but at least it is good to be doing it.

Thank you.

MRS. MOORE: We are particularly glad to have one so young.

THE CHAIRMAN: Yes.

MS. JOACHIM: Thank you.

THE CHAIRMAN: Margaret Warden.

Whereupon

MARGARET WARDEN

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: You are the President-Elect, are you, of the Montana Library Association?

MRS. WARDEN: Yes, I am the first trustee to be elected to that post.

THE CHAIRMAN: That is fine.

MRS. WARDEN: Incidentally, I didn't mention in my testimony that I am a lobbyist too -- one of those unpaid creatures who go to Washington, who go to the state legislature, who go to the city council and say "We need money." So the bill to create the National Commission on Libraries and Information Science, I went to Senator Mike Mansfield of Montana, and Senator Dirksen, who was the Minority Leader at that time and who has since died, and asked them to co-sponsor the bill with Senator Yarbrough of Texas.

I did this because I felt the National Commission could and would give directions to libraries of this nation and help to provide guidelines for more uniform and complete library service.

It is, of course, important that the resources of any given community are shared to the best of the community possibilities. We need to increase services through shared resources such as union catalogues, and periodicals, and other things, and we need to share our holdings through copying machines or by data retrieval centers, using I. B. M. and other technical and mechanical means.

But the thing that has been bothering me is, where do the public libraries come in the continuing education? We say the public libraries are our "people's universities" and all of that stuff, but what are we doing about it?

Would it be possible for this National Commission to promote the idea of the public library as an education center by uniting college and university systems to make the library a place where people could pass tests on their own for college credits.

Now we are going into the idea of Vo-Tec in Montana. Sure, you can go to Vo-tec and you can --

THE CHAIRMAN: Excuse me. What is Vo-Tec?

MRS. MOORE: Vocational and Technical education.

MRS. WARDEN: It is in lieu of college.

THE CHAIRMAN: Oh, yes.

MRS. WARDEN: But Vo-Tec, while it provides people with the idea of doing things with their hands and all, hasn't really gotten into some of the things that they need to know back in their business:

They need to know how to solve things and to have a little bit of background in government and various subjects that, I think, would be beneficial.

And if the public library could be a place where this information and material could be provided for adults to continue the education for college credit, it would certainly make them feel a little better in the period of transition between the Vo-Tec period and the college and university period.

In Montana people live great distances from the universities. By using the libraries, the public libraries, as resource centers, mothers of small children, those who must be away from areas where there happen to be colleges or schools, people whose children are grown up, and those who could not afford the cost of a college education except on a part-time basis, could work at their individual speeds to accomplish this. We have the material and we need to make it more usable to the adult population.

The library is currently doing a lot of retraining by providing information and resources for people who are looking for other jobs when they can find the material there.

One thing that bothers me here is that when people speak of education, they speak of libraries in another category. I don't see why these should be divided because I think education per se is not much if it doesn't have library resources to back it up -- whether it is grade school, high school, college or whatever.

In Montana one of the problems we have in library service is distances. In one of our counties, they travel 8,840 miles. This is one and a half times from Montana to the East Coast and back. In another county they go twice as far -- pretty near 10,000 miles. And in Teton County you can make six round trips to Seattle, around 4,288 miles, on what they travel. This gives you an idea of how large Montana is.

Perhaps a pilot study in a State like Montana could provide needed information for data retrieval systems and the use of the cable television and the education channels. Believe it or not, we don't have telephones in all of the libraries in our state. In this day and age, when they are walking on the Moon, and they are beaming television and radio broadcasts back from satellites, this just seems utterly impossible, but it is true.

We don't keep up with the sophisticated means of providing information, and when one of the people who was testifying mentioned that they should have urban centers for population as the head of library areas -- do you realize that from Minneapolis to Seattle that Great Falls, Montana, is one of the larger cities? There are only two in Montana --

roughly 175,000 people. And north of Denver -- Denver is the only urban area south of us. In the north is Canada. And we can't -- it is kind of hard for us to support a blanket statement of this kind.

Revenue sharing seems to be fairly unrealistic for a place like Montana, when we get about a little over six million, and 5.8 million of that would probably go into capital construction problems.

In our city we get about $600,000. Well, what does this project? Unless we can make libraries something terribly special, that revenue sharing money just won't go around. We will probably get in the neighborhood of maybe ten thousand. We are working for fifty thousand, but I don't --

THE CHAIRMAN: Who makes the decision?

MRS. WARDEN: The city council.

THE CHAIRMAN: The city council.

MRS. WARDEN: Yes. When you say, "What do you need to make libraries important?" you need to threaten the state, like the highway lobby threatened the Constitutional Convention, of which I was a part. They practically scuttled the Constitution because it would get into their pot, and if library money got up into that point, of course, it would be no trouble holding onto the financing because we would have people who would be interested enough to fight for it. That is what we need.

We give service but we don't have any clout.

THE CHAIRMAN: Thank you. Are there any questions?

MISS SCOTT: Are only public libraries included in your federation? Do you not work with other types of libraries, school libraries and so on?

MRS. WARDEN: Basically, public libraries are included in our federation.

We serve a four-county area. There is an Indian community that we serve. We do work with the schools in Great Falls. Every summer we get about 1,500 books from the school libraries that aren't being used because of the summer vacation, and we put those out in the Great Falls Public Library. We have got oodles of space and this is how it is done. So we are cooperating and using some of the resources that would be sitting idle otherwise. This is from the first to the eighth grade.

THE CHAIRMAN: John.

MR. LORENZ: Are you beginning to consider the possibility of total state funding for public libraries?

MRS. WARDEN: Yes. When the Priest-Serrano case came in California, we were in the middle of a Constitutional Convention. We decided to do away with that two mill property tax levy because we felt that schools would wind up being done on a state level.

Now I am hopeful, because we do have all of the legislature -- that is, both the House and the Senate, and the Lieutenant Governor and the Governor of the same party for the first time since I have been interested in politics, and maybe we can do something on state aid for libraries. But, at least, we are working toward that goal.

We presented it two years ago, but in the austerity program there just wasn't much hope to get it through, but at least we introduced the thought. And we did get a raise when many of the other departments were cut.

But we do not have state aid. We depend very largely on the library services.

THE CHAIRMAN: Yes, Andrew?

COLONEL AINES: A person who tells us that she is an expert -- she didn't put it in those words -- lobbyist --

MRS. WARDEN: I didn't say that!

COLONEL AINES: An experienced lobbyist, deserves to have this question asked her.

MRS. WARDEN: O. K., shoot!

COLONEL AINES: You say:

> "To attain his goal, every person must have available for his immediate use the latest information by the fastest technical means possible."

Now I am challenging this -- I believe it, by the way, but I am challenging it because I wonder, in the State of Montana, how much need you have for express information lines, if you will.

MRS. WARDEN: Well, I feel we have as much as anybody else has because we --

COLONEL AINES: I am not sure about the other people either, by the way!

(Laughter.)

MRS. WARDEN: We have 700,000 people in Montana. We have areas in some counties where we have no libraries, no libraries at all.

But when a person comes in to Great Falls Public, or comes in to one of the places that we serve on the bookmobile or a branch library, they are just as entitled as I am or as you are who whoever lives where, to get that information. They want it right now. They don't want it six months from now.

And so why is it different for one person in a large area to want something immediately any more than it is for someone in the State of Montana? I think it is important.

COLONEL AINES: So we don't have a debate, but so that my colleagues will understand that I am an exponent of modern information systems, using the best technology possible --

MRS. WARDEN: Well, I know all that.

COLONEL AINES: And I have used exactly the same argument that you have. But there is one thing that always bothers me. I am unable to prove it. I am unable to demonstrate that societies, groups, cannot live with the present methods they have, if they are satisfactory.

For example, I would love very much to argue in your favor, to have at least a telephone in every library.

MRS. WARDEN: So would I!

(Laughter.)

COLONEL AINES: But I am not sure whether a computer would do all that good.

MRS. WARDEN: Well, I don't know whether they have to be as sophisticated as a computer, but I really think that in order to get material from out of the state, there has to be a method to do it fast.

Now somebody mentioned the mail service the other day. I think it is terrible. Helena is ninety-four miles away from Great Falls, and it takes often four days to get a first-class letter. I could walk it over there and back and get an answer cheaper -- you know, simpler than that!

(Laughter.)

So if one of our branch libraries calls in to the Great Falls Public, and we call the State Library, and the State Library contacts the university, the State University -- or the University of Montana, to get this information, and it is not available in these places, this could already, you know, take up to two or three days. And if a person wants something -- say he is a lawyer, say he is a doctor, say he is just any businessman that needs something -- they need it right now or they wouldn't bother to ask.

And I think that this is one of the reasons that we don't have the clout that we should have in getting money. I think that if we could give these people the service and tell the people the service is available, they would be enthusiastic about it. They just have to be helped once, and they spread it to other people.

THE CHAIRMAN: Well, thank you, Mrs. Warden.

MRS. MOORE: Mr. Chairman.

THE CHAIRMAN: Yes, Bessie?

MRS. MOORE: May I comment that Mrs. Warden is not only a great library trustee and a great politician, but she is also probably one of the greatest hostesses in this country. It is too bad we don't meet sometime in Great Falls!

(Laughter.)

MRS. WARDEN: Come to Great Falls! We would love to have you.

THE CHAIRMAN: We will hear next from Judith Quan. Whereupon

JUDITH QUAN

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Ms. Quan, we have your communication to us, but would you like to start off by amplifying it or adding to it? Or would you like us to just start with questions?

MS. QUAN: I have no formal presentation prepared. I was hoping that you would just ask me what you need to know and I would answer.

THE CHAIRMAN: Could you speak a little closer to the mike?

MS. QUAN: Sure. I might just make one point, that in San Francisco we have a large non-white population, so that with that as a starting point, I think what I am trying to say is that minorities have been neglected in the past, and that they need and deserve library services.

THE CHAIRMAN: Joe.

MR. BECKER: At what point, Ms. Quan, would you say they have been neglected, just so we have an idea of the character of the services that need to be improved? As a public institution, anyone can walk in and use the service.

MS. QUAN: That is correct, provided that the materials in that library are relevant to the user.

I have been working in the Chinatown Branch of the San Francisco Public Library for the last three years, and I find that we have been getting more non-users into our library because we have now the Chinese language collection, something that they could read, because they don't read English. We now have a more extensive collection on Chinese culture and history, and the history of the Chinese in America, that younger Chinese Americans would want to read. We have phonograph records and paperbacks in both English and Chinese. We have a bilingual staff, which, I think, is very important if you are going to try to serve people who can't speak the language, and for us to go out in the community and publicize the library, since they never realized what the services available to them are, and what their needs are, and what the libraries can do.

So I think that staff-wise and materials-wise, if it was more relevant to the users, more minorities would make use of it.

DEAN DUNLAP: Well, is this a new provision? I would think that the Chinese in San Francisco are a long-established ethnic group and that we would have had collections of Chinese materials for them, served by the San Francisco Public Library,decades ago.

MS. QUAN: I wish that was true, but it is not. This collection at the Chinatown Branch was started about three years ago. And the bilingual staff got started at the Chinatown Branch about three years ago.

The main library at present has a foreign language collection, but we have to order the books for them in Chinese, because they don't have a librarian to order the Chinese materials. Cataloging -- we have to do the cataloging in our

Branch because they don't have the personnel to do the cataloging in Chinese.

Evidently it has been neglected.

And I think that part of the reason for that perhaps is that the minorities have not spoken up for the right to be given library service. They don't realize that they probably have this privilege of using a public library. It has been an institution of the white middle class and they have not been privileged to enter the doors.

THE CHAIRMAN: John.

MR. LORENZ: Do you have some thoughts on how more minority peoples can become interested in library school education?

MS. QUAN: Personally, I probably would never have gone into library services and become a librarian, except that I started working as a page in a library. I was never approached in high school or college as to the possibility of going into library services.

I think more active recruitment and making librarianship much more attractive, and especially encouraging minorities to go into that field would be a good thing.

MR. LORENZ: Encouraging them in what way? What would be some means of encouragement?

MS. QUAN: I would think that just general communications at the high school level and the college level, where the kids have started thinking in terms of what they would like to do in the future. If librarianship were offered as a profession to them, and they were made aware of it, I think they would strongly consider it.

MRS. MOORE: In other words, you think contacts with high school counselors would be valuable?

MS. QUAN: As a means of, a channel of communication to the students, yes, since that is where the counseling comes from.

THE CHAIRMAN: Ms. Quan, you heard, when Mr. Revelle was testifying, about the Latin American library over in Oakland. Is that, in any way, a useful model for the Chinese American situation?

MS. QUAN: I came in, in the middle of that.

THE CHAIRMAN: Oh, I am sorry.

MS. QUAN: So I am not sure -- I didn't hear his entire testimony.

THE CHAIRMAN: Well, apparently it is a very successful library over there for Spanish speaking people.

MS. QUAN: Yes.

THE CHAIRMAN: And I wondered whether that, as a model, wouldn't be of some help to get something going along those lines in Chinatown?

MS. QUAN: I don't know what is going on in that library in Oakland, but I feel that, as far as Chinatown is concerned, that we are providing more to them than ever before and this is but a start.

THE CHAIRMAN: Yes.

MS. QUAN: I wish to see something happen nationally in all urban cities where there is a high concentration of minorities.

THE CHAIRMAN: And where your work is with the San Francisco Public Library, to get more accessions,more books, and recruit people and so forth?

MS. QUAN: That's right. We are part of the San Francisco Public Library system.

THE CHAIRMAN: Right.

MS. QUAN: And it is just that we are located in Chinatown.

THE CHAIRMAN: Right.

MISS SCOTT: You do not extend your services to the other parts of the City where there might be Chinese residents?

MS. QUAN: They are welcome to come. Of course, with a library, quite a bit of walk-in comes off the transit system.

San Francisco is small in area and transportation is convenient, and many of the Chinese speaking residents of San Francisco do shop in Chinatown.

MISS SCOTT: Yes.

MS. QUAN: There is a great possibility for people to drop in and use the collection.

We are starting to send Chinese materials out to other branches.

MISS SCOTT: That is what I thought.

MS. QUAN: We are sending to them what we call the collection, to them for that week, and from my contact with the people at our branch, we do to people from other parts of the city.

MR. VELDE: What are the principal dialects of the Chinese here?

MS. QUAN: The principal dialect is Cantonese.

THE CHAIRMAN: Andy.

COLONEL AINES: With such a delightful witness over here, I hesitate to ask anything but very pleasant questions!

(Laughter.)

But who in Chinatown would like to have increased services?

And before you answer that, let me ask you the second part of the question: Are the young Chinese Americans learning Chinese as a second language? Would they be users of your facility?

MS. QUAN: Do you want me to answer the second part first?

(Laughter.)

COLONEL AINES: Yes, O. K.

MS. QUAN: Yes, the young Chinese Americans are encouraged to go to Chinese schools. There are about six Chinese schools in Chinatown, and they go up to about twelve years.

Now our collection -- the Chinese collection -- mainly is for immigrants who cannot read anything else right now.

But as far as the Chinese Americans are concerned, the small proportion that are able to read Chinese can make use of our collection in terms of practicing the language. Mandarin has become a very important language in the San Francisco schools now, and more Chinese Americans who are at college level are taking Mandarin, and they too can use our type of collection profitably. But the majority of the users right now are immigrants.

THE CHAIRMAN: We have time for -- I am sorry, you wanted to answer the second question.

MS. QUAN: Right.

THE CHAIRMAN: Answer that.

MS. QUAN: I just did. Do you want me to answer the first one now?

COLONEL AINES: Well, you have answered both. Fine, thank you. You have tied them both together.

MR. STEVENS: I wonder if you could say anything, Ms. Quan, about the availability of materials in Chinese. Provided you have the money, do you find enough available materials? And does President Nixon's opening recently of a door that has been closed for sometime, make more materials available?

Or do you know yet?

MS. QUAN: The second question, we don't know, because we have not tried to deal ourselves with book dealers in China, Mainland China. Presently what we are doing is spending our budget dealing with book stores in Taiwan and Hong Kong, primarily because there is a bigger selection of materials and because the price is cheaper than what we could get in the Chinatown bookstores in both cases.

If more money was made available, we could spend every penny of it!

(Laughter.)

THE CHAIRMAN: Thank you very much, Ms. Quan.

MS. QUAN: You are welcome.

THE CHAIRMAN: We have got a -- is Mr. Brown here? Mr. Brown?

MRS. MOORE: He is not due for fifteen minutes.

MR. STEVENS: We can either take a break or go on because I notice David Weber is here.

THE CHAIRMAN: Well, our next witness apparently dropped out and Mr. Brown is not here, so all of a sudden we find ourselves rich in time.

If Mr. Weber is here and would like to take the stand, that would be fine with us.

Whereupon

DAVID WEBER

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Weber, would you identify yourself?

MR. WEBER: Yes, I am David Weber, the Director of the University Libraries at Stanford University.

THE CHAIRMAN: You have submitted testimony to us, did you not, Mr. Weber?

MR. WEBER: I did.

THE CHAIRMAN: Right. I have got it, but I can't seem to lay my hands on it. Oh, here it is.

Would you like to say a few words before you start in amplification, or additional material?

MR. WEBER: No, I didn't bring slides or a movie to go with it.

(Laughter.)

THE CHAIRMAN: Well, let me ask, let me start the questioning then by referring to something that I don't know that you mentioned in your testimony, but it has come up several times here:

That is the prospect of university libraries becoming more accessible to the general community, rather than to just their own academic communities. What are some of the problems connected with that? And how disposed are university libraries to look to a time when they would be doing that?

MR. WEBER: It would be hard to generalize, I think.

The members of the Association of Research Libraries did give an entire session to the use of their research libraries by persons outside their own constituency. As I remember this, it was about nine years ago, and there was perhaps something close to a unanimous feeling that this was desirable.

The problems are generally ones of space and money. Money in terms of the fact that if the books -- if the staff is involved heavily in providing service to other than one's own constituency, it then tends to deprive those constituency students, faculty and others of resources that they believe should be theirs -- and this priority of use is certain, but the impact on their ease in getting materials, if there is extensive effective service to persons other than those connected with the institution creates these problems.

Whether there should be a more uniform, or a more uniform use of fees, to try to balance out services is a question that, I am sure, will be before your Commission. My own view is that without a basis for charging, there are inhibitions in the free flow of information, and, therefore, although this may go counter to one or two hundred years of library philosophy, I feel that a careful, improved structure of charges, and payments, for library service may have the benefit of actually freeing up access to information.

Now this means, of course, that then public civic groups, organizations, institutions, would have to regularly budget for these services provided to their own citizens or their own students or faculties, as the case may be -- the services that these people acquire from other libraries, but this would certainly make those individuals feel much freer to call upon them heavily, instead of going in feeling that they must take a second or a third priority, and they are embarrassed to ask or request or demand books.

THE CHAIRMAN: Now you quite rightly emphasized the need for some kind of national system, a system that will link these hundreds of now independent institutions that rarely are in touch with one another.

But do you see the participation of the university library in such a system as restricted in some way? Once you are part of this network, it is an in and out proposition, and it seems to me that you have got to be really in it, co-operating fully. Correct?

MR. WEBER: I quite agree.

THE CHAIRMAN: Yes. To that extent, at any rate, you are for the general access to the rest of the system, which would not be restricted to merely academic libraries.

John.

MR. LORENZ: Do you feel that the fee route is better than additional public funds coming into the state and national system to compensate, since there are already such large percentages of public funds involved in not only public libraries, but also state universities and state colleges?

MR. WEBER: I see it, Mr. Lorenz, from a very narrow point of view, of one institution.

On the other hand, if a network is to encompass all kinds of libraries -- school, public, academic, et cetera, including those of commercial firms -- I am not sure that the funding structure through governmental sources exists to even this out, whereas if the funds are channeled with the user, as there has been some talk of financial aid to universities going with the student, not to the institution itself, I think that might help these cross type of libraries to be helpful one to the other.

Now through the -- I think it is the Library Services and Construction Act, Title Three, is it? I would have to turn to Mrs. Crockett or one of you to clarify that.

MR. LORENZ: Interlibrary cooperation.

MR. WEBER: Yes, exactly.

There is support for a multi-type of library system development. If that were adequately funded, it might help us all measurably, but my understanding of that is that it is so inadequately funded that for California -- and, I am sure, for all other states -- it is hardly a beginning in demonstrating what should be a pattern of the mutual sharing of resources.

THE CHAIRMAN: Mr. Aines.

COLONEL AINES: I have two questions for you:

The first deals with the 1970 Conference on Interlibrary Communications -- I presume that is the Airlie House session you are talking about?

MR. WEBER: Correct.

COLONEL AINES: And I think you were there, if I am not mistaken.

MR. WEBER: I was.

COLONEL AINES: That was two years ago. Do you feel any hope that things have improved since that time?

MR. WEBER: I think it was three years ago, but I wouldn't disagree with you.

Not measurably. I think that it really is a shame that there are not, for various types of libraries, a significant amount of funds for research and development programs, and I often have thought that libraries categorically have been undernourished in this. Therefore, it may be no wonder that we are still using nineteenth or eighteenth or seventeenth century techniques.

It will really require a tremendous infusion of funds that probably no one jurisdiction can afford, in order to move into a modern age, to have the same kind of service over the counter when a person needs information that one gets when you go to an airline ticket counter -- and that is what ought to be our minimum standard of immediate relevant service.

COLONEL AINES: Well, the second question, which is tied to the first -- because I don't have the same negative attitude you have -- is exemplified in your statement here that in Santa Clara County, in which Stanford is located, a cooperative information network is just getting off the ground, with the participation of Stanford and over seventy other libraries.

I understand that consortia experiments of this type have been springing up around the country in great number. It was in that sense that I was hoping you would find something positive.

But certainly you find something positive in what I have just read, do you not? What are your hopes for this?

MR. WEBER: Well, first of all, it was funded in something like twenty per cent of what was regarded as a reasonable budget for one year. And with the tremendous help of consultants at the State Library, and a lot of time with local people, we have gotten something started, and I have seen information flowing through the system.

But it is hardly in its infancy. I couldn't presume to judge whether it will succeed, whether in two or three years there would be an adequate demonstration that there might be local funding for an on-going support. I feel that it is much too early for what I have read in other regional systems in California or elsewhere in this country.

I am also not yet sure that we have demonstrated a solid consistency in service.

I may be too -- that is, of my own knowledge.

COLONEL AINES: I would not disagree with that last part at all.

It is a matter of whether or not you are going to go full blown into an operating, successful system, or go through these labor pains to achieve what we are trying to achieve.

And I find success with every step, frankly. That is the difference between our dialogues.

THE CHAIRMAN: Mr. Cuadra.

DR. CUADRA: You mentioned on page 5 of your testimony access to data bases such as Chemical Abstracts, E. R. I. C. and M. A. R. C., in the context of some sort of regional network.

I was interested in who you thought should be instigating such access and financing them and operating them?

MR. WEBER: I think that initiating them ought to come from librarians, on the one hand, as persons who should be in a position to determine the needs of their constituency and act to meet these needs.

On the other hand, it ought to be an expressed statement of needs on the part of students, scholars and citizens at large.

So it may come up in various ways.

At Stanford University, there were something like twenty-eight or thirty faculty members who submitted an urgent request to the Director of Libraries something like four years ago that their be a significant data facility to provide support for just such textual, enumerative, or bibliographic data.

There just were not the funds to do this, and it was the result of various alternatives pursued with our Computations Center and the Library, discussions at one point with Dr. Robert Hayes -- and our own floundering, I will admit -- that led us finally to create at Stanford a data information service which is trying to do two things at present:

One is to create an inventory of data bases available on campus or in the region that might meet faculty and graduate student, undergraduate student needs.

And second, in an experimental fashion, to utilize the U. C. L. A. Center for Information Services in providing current awareness to profiles submitted through our librarian in this data information service on behalf of a beginning selection of faculty members, whose profiles were written in collaboration with their subject librarians. It may be a chemistry professor or the chemistry librarian -- through the data information center as a coordinating point to U. C. L. A. And these have been,are operating now for something like six months.

I think it is a beginning. It is a demonstration. We have asked U. C. L. A. to provide some billing to us, so that I could determine the use with the faculty advisory committee on data services whether, after '72-3 there was adequate use of this so that there might be local funding either through contract research support or the university itself in some cases.

So again, we haven't proven anything yet. We are trying to gain experience.

Now to speak more broadly, Mr. Cuadra, I think that there do need to be a variety of these around the country. It may be that eventually some of these can be on line rather than back services.

Some of them we may be able to obtain from places as distant as Georgia Tech. They need not be, I think, all in a region. If they are so heavily used that we can justify having some at Stanford, O. K. But there will be an economic, pragmatic decision, I think, on each one of these.

N. E. L. I. N. E. T. in New England, I think, is trying a similar thing.

DR. CUADRA: Just a quick answer:

If Organization "X", say, made Chemical Abstracts data available on line, what would Stanford's attitude be? To use it? Or to think in terms of developing its own service? Or spearheading its own?

MR. WEBER: I would much rather use somebody else's if it gives us adequate service at a cost we can afford.

For example, I think I mentioned in this statement to Dr. Burkhardt that the New York Times data bank is something which I understand this may be available about January 1st, at a price, however, that unless we in the Bay Area can develop a consortium, would be prohibitive for any one institution.

If newspapers, other media, educational institutions, schools, universities, can collaborate on such and use one central point in Redwood City or Vallejo, maybe we can have this locally. Otherwise, we would have to see what we can acquire through New York.

Again, we need to experiment with this.

THE CHAIRMAN: O. K., Joe.

MR. BECKER: You have a long professional history in interlibrary cooperation.

What are one or two or three things you think the federal government should do to make networks a reality?

MR. WEBER: I mentioned research and development funds. I think that is certainly an essential element, Mr. Becker.

I also think that there has to be some central group or office which in its wisdom will lead library and information services of the country to some total plan, if you will. I am hopeful that the Commission may help this. I am not certain that any library organization or association is in itself representative enough of the spectrum of opinions and biases and goals to be able to do this.

So it will have to be something with the kind of objectivity -- the "Olympian view", if you will, that we believe this Commission should provide.

There certainly need to be enough gambles on the part of foundations, corporations, and the federal government, in order to demonstrate what are the best bets, and I don't believe that one can theorize that there is any one way of going, but rather that there ought to be enough -- two, three, four, five -- to show that some elements of these are more promising than the others, and thus by trial and error, in some measure, along with wisdom and theory, the eventual best evolution of a national system may come.

And I certainly don't know anywhere as much as you do, Joe, of whether it will be in part disciplinary or type of library or what. It may be quite a complex mixture of these, in my judgement.

THE CHAIRMAN: John, the last question.

MR. LORENZ: Yes. What is your feeling, say, about the Center for Research Libraries in Chicago, in terms of a model, either as it exists now or upgraded in terms of more monographs or more periodicals, as the future direction? And specifically, does Stanford utilize the Center for Research Libraries in Chicago?

MR. WEBER: I don't know, without fumbling a bit, John, what would be a useful response to the Commission. Clearly some"library libraries" can provide a very useful service for us all.

I am not sure that the Center for Research Libraries is an adequate prototype. It is merely one further stage from the Interlibrary Center, or the New England Deposit Library, or there may be others. It has been more aggressive than others in gaining membership. It has certainly been more aggressive in building an acquisition program on a storage facility. But that could be done elsewhere regionally.

I think that the members of the Center for Research

Libraries are to be commended for grappling with some problems that are not only regional but of national dimension, and they are concerned with not only the lesser used periodicals but the more heavily used periodicals, which is, I think, typical of this kind of study.

Questions that they have raised, and that others have raised, as to whether the National Lending Library for Science and Technology at Boston Spa should be developed as a concept to be applied to one place in the United States or three places, or have them in a geographic distribution like the Federal Reserve Banks -- and I certainly don't know the answer.

There are elements here which ought to be pursued, however, and I am sure that there ought to be some study of whether developing that as a national resource, with funding far beyond the present membership, would, in fact, be desirable.

The catalog service, if there can be more rapid information availability in lending or photocopying of materials from there -- all of these are elements that I think are essential to provide adequate backup to school, public, and academic libraries. The Center for Research Libraries could be one of these to do that.

Getting to your last point, Stanford has not been a member. It has considered a couple of times in the recent years whether it should be, and there has been an analysis of the kind of materials and services we could get from them, and their inability to solve book shelving problems for us, and therefore, essentially an economic decision that it was not now the right time for us.

Yet I am fully convinced that we ought to support it in every way we could, and at some point be a member. So I am encouraging to them in their membership program to advance it.

THE CHAIRMAN: Thank you.

MR. WEBER: Thank you for giving me the opportunity.

THE CHAIRMAN: Thank you. Has Mr. John E. Brown come in yet? I guess he probably isn't coming. All right, Mr. Weber.

How about Mary Jane Kinney? Is she here? Miss Kinney, would you like to testify now?

Whereupon

MARY JANE KINNEY

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Would you identify yourself, please, Ms. Kinney, for the record?

MS. KINNEY: I am Mary Jane Kinney, and I am a volunteer library worker and user and a member of the Board of Trustees of the Twin Falls Public Library. I am Chairman-of the Trustees Division of the Idaho Library Association. And I am a Director of the Regional Library in Region Four in Idaho.

THE CHAIRMAN: Well, you have sent us your written testimony, Ms. Kinney. Would you want to say something more about that testimony or add to it before we ask you any questions?

MS. KINNEY: Well, I might say just a few things.

THE CHAIRMAN: Go ahead,

MS. KINNEY: I was interested in Mr. Veblen's testimony, as a trustee, in Washington, because he was proud of the Washington library system. But I am awfully proud of Idaho too, because I think, for a small state, we have done a great deal of work on our own of kind of pulling ourselves up by our bootstraps.

And he mentioned the Governor's Conference. We had two Governor's Conferences, and from that we had our own -- in our own region of Idaho, Region Four, we had a Mayor's Conference, where we brought together the eight counties, the volunteer workers, and we had a little booklet that we made up ourselves, because in reaching the people that we have, they don't understand a lot of the librarian -- oh, the language, more or less -- so we made this in kind of down to earth terms and I thought, perhaps -- I just had one extra copy.

This was held in 1970. It was our own little model: after the Governor's Conference, we had what we called a Mayor's Conference on Libraries, to take a look at libraries. And I would like to give this to the Committee, and you might want to see what a "grass roots" level did in handling it. We had six professionals who kind of knew what they were talking about, and then the group divided into discussion groups, and this was the little guidebook that we made up ourselves to kind of help along. So I have two.

I also might mention in Idaho that we had what we call "L. I. T. I.", that has been most successful. It -- L. I. T. I. is "The Libraries of Idaho Tell Us", and it is really a tremendous thing, and it has been in operation since 1968, January of 1968, and it is a connection.

Because we have so few people in Idaho, and it is such a big state, we just have to cooperate to survive and the coordination of libraries is such a help to all of us, and then the major libraries in our major towns, and this L. I. T. I. connects these major libraries. And then for the county libraries in Idaho, the smaller ones, we have telephone credit cards where they can call in with their requests to the L. I. T. I. center, and it has been a very successful project with us, and this has been helped some by federal funding with our L. I. T. I., but we have also used a lot of volunteer work, and that is our -- that is one of the helps in the state like ours because we are close -- I think L. I. T. I. would be more user oriented, perhaps, than a large library, because we know our users, so it is easy to know people when you live in a little town like we do.

MR. STEVENS: Could you say something about books by mail in Idaho or books by mail in your particular region? Are some of the libraries there trying to reach out in ways other than bookmobiles?

MS. KINNEY: Oh, yes.

I don't know the profession at all: I just work on a voluntary level. But I enjoy it and I learn a lot from it. We -- in our particular region, we have a type of funding that we do, we consider it, but in another region of Idaho they have tried it quite successfully -- I believe it is in Region 5, and I am not very familiar but I think it has been tried. They have a master list. At home I have copies of the list and they do use it.

We found in our particular region, we find that our bookmobile, plus this little van that we have, the small library, we think it is the best way we have right now of meeting the problem. We do have a mail service with our grown people in our Region.

The Idaho State Library, it is such a help to us. We have an excellent State Library and an excellent library association that just help in every way they can. We contact --

the Idaho Library contacts Utah for our blind people, and, of course our blind people are by mail. In fact, at our regional library meeting this fall we had the head of the Library for the Blind in Utah, and it is just a service for states -- I am not real sure about that, but anyway the Idaho State Library contracts with them, and that is also by mail.

THE CHAIRMAN: Do you think the mail service is pretty good?

MS. KINNEY: In Idaho?

THE CHAIRMAN: Yes.

MS. KINNEY: Well, I think sometimes the bookmobile and the van --

THE CHAIRMAN: Is better?

MS. KINNEY: Is better for our little towns because forty miles -- it takes quite a while sometimes.

THE CHAIRMAN: John.

MR. LORENZ: Do you happen to know the relative -- or the ratio of funding between federal funds and state funds for public library development in Idaho?

MS. KINNEY: No, I don't. I at least know that our State Librarian has all these facts on her fingertips. No, I don't know, really.

MR. LORENZ: Do you feel that the pattern of six regional libraries that has been developed through the use of federal and perhaps state funds would survive if federal funds were substantially reduced in Idaho?

MS. KINNEY: I can't speak for the other regions. I think it has gone far enough that it wouldn't be perhaps as good but I think that it would survive.

MR. LORENZ: It has proved itself?

MS. KINNEY: It has proved itself.

In fact, we have a county arrangement in our region and they --at our last regional meeting in Idaho they are studying us because we were so unique in that we had managed to cooperate -- that four counties could cooperate in a regional effort with the regional conference.

I think we realize that in a state such as ours a regional conference is the only way. But it is a very difficult thing because the largest places don't want to give up their, you know, say-so, and a lot of places are jealous, and for some reason -- it is people that have done this with the library. There have been the right people in the right place at the right time; that is what makes the regional conference though.

MRS. MOORE: Do you know, do you have --

THE CHAIRMAN: Go ahead.

MRS. MOORE: I beg your pardon.

Do you have, under the Department of Commerce, do you have Economic Development Districts in Idaho? Or do you happen to know?

MS. KINNEY: We have a Department of Commerce in Idaho.

MRS. MOORE: I mean the national one.

MS. KINNEY: Oh, the national one? No; I really don't know very much about that.

In fact, Idaho is a little bit suspicious of federal control, in so many ways, so I think that the federal people try to soft-pedal it because Idaho is very -- we don't want to give up any of our rights, you know.

So I think --

MRS. MOORE: You are willing to take the federal money though, if they give it to you, aren't you?

MS. KINNEY: Yes, we are!

(Laughter.)

THE CHAIRMAN: Mr. Becker.

MR. BECKER: In your testimony, Ms. Kinney, you suggested the possibility of separate legislation funding libraries.

MS. KINNEY: Well, now --

MR. BECKER: Can you describe some of the complexities of the present situation?

MS. KINNEY: I can't. I don't -- I also said, I am really embarrassed by my testimony when I think of all of these learned people who have given all of these wonderful facts and data, and all, and I am not trying to be anything

I am not, but I know that certain things work, and I like the people in Idaho and I like the faith they have, and we have a lot of problems, but, as I said in my original testimony, I don't know the "in's" and "out's" of funding. I am more a public relations type of thing.

But I know that we have to be funded, so I am studying hard to try to learn.

But I get a little upset when people tell me to go to the Department of Commerce or do this or that, and that this bill should be passed and all, and so all of this -- I am a taxpayer too, I am a user, I am not a professional librarian, and I pay taxes, and I don't want a lot of -- I want to cut down some, so therefore I can't always legitimately push for a library bill to be passed if it is tacked onto a lot of "do gooder" type legislation I don't like.

In Twin Falls, because it is a small town, I can see so much waste in federal spending.

I like libraries in Idaho because I can see that the money is used well. And yet I see other people getting on the bandwagon and just talking about the C. A. A. and, oh, all of that Head Start stuff.

We have right now in Twin Falls buses that were bought by the Head Start people. They are the most beautiful little mini-buses and they sit in front of a building that they rent, the Head Start people. Those buses are very expensive for us, as I know. They are used twice a day only during so many months to take these little Head Start people.

Now several years ago the Head Start people contracted with our school bus and it was all very good, but somebody got the idea that the federal government should buy all of these buses. Well, now to me, I hurt with this, because I am a taxpayer and I resent the fact of those buses. I see the bookmobile with federal funding on it, and with the right kind of people working with it, I see that bookmobile really earning its keep. I want this and it won't be -- I can't quite put this into words, but it just seems to me that the library money that I have seen spent, the federal money, is spent well -- like our library people today. You saw some of our people -- like the little Chicano boy, and a lot of volunteer people working with their own money, with federal money -- it is being spent well.

I would like to see library money in a federal bill where it would come to libraries, where it wouldn't be tacked onto, say, some other thing that I would think twice maybe about spending it on. Money itself is not the answer. Just money itself can be very dangerous, especially in a State like Idaho, to get a whole lot of federal money -- but in libraries we all know how to use it in Idaho!

(Laughter.)

COLONEL AINES: Nobody else does!

(Laughter.)

THE CHAIRMAN: Any other questions? If not, then thank you very much.

Now, let's see, who do we have? Is Mr. Rodgers here? Mr. Rodgers, would you like to come up to the microphone?

Whereupon

FRANK RODGERS

was called as a witness and was examined, and testified as follows:

THE CHAIRMAN: Mr. Rodgers, you are Director of the Library at Portland State University, is that correct?

MR. RODGERS: That is correct.

After sitting here and listening to testimony for most of the day, I welcome the opportunity to have a comfortable chair for fifteen minutes!

(Laughter.)

I hope I don't fall asleep!

THE CHAIRMAN: Well, we have your testimony, Mr. Rodgers, but perhaps you would like to introduce it or add to it before we ask you questions on it.

MR. RODGERS: Yes, I would like to amplify a little on two points, briefly -- you asked me, in particular for the problems of urban academic libraries:

The first thing I referred to in my testimony related to our National Library, the Library of Congress, and to problems which, I think, all libraries have, and I take advantage of Mr. Lorenz' being on my left hand to comment on it. I have not covered it.

I suppose it is a popular sport for everybody to blame the Library of Congress for not doing things, and I hope, therefore, that my comments will not be taken in that light. We all owe a tremendous debt to the Library of Congress for what it does, both in quality and in quantity. But I think I echo the sentiments of many, many people in expressing doubts about the findings of what they do, particularly in cataloging, but also in the publication of the National Union Catalog, the frequency of revision of the subject heading guides, for example.

I picked on cataloging in my testimony because I think that it is at that point that we can achieve the greatest savings possible for libraries throughout the country, if all of the essential materials to libraries -- both popular and scholarly -- can be catalogued quickly, so that we can rely upon it coming -- then we have enormous savings; I don't know how one could begin to estimate their size.

It is dangerous, I suppose, to make such comments without being specific. Let me give one small example from my own library:

We began this year a very limited standing order plan with some major university presses. These, I am sure, were all books which reached the Library of Congress just as they reach us. And yet many of those books nine months or ten months after arrival are still waiting on our shelves for L. C. copy. Now, of course, we initiated the plan and thought that it was actually a good thing, on the basis that you could get the books more quickly from the publishers if you didn't have to place orders, and we could get them on the shelves more quickly because L. C. copy would be available for them. And it isn't always.

And let me reemphasize that I am sure that funding is at the base of this. In my testimony I find that I urge continued support for the Library of Congress cataloging efforts. And in retrospect I am surprised that I used such a muted term. What I should have urged was a massive increase for the Library of Congress.

THE CHAIRMAN: Maybe we should give John equal time!

(Laughter.)

MR. LORENZ: I am very glad to have Mr. Rodgers' testimony, and I do want to assure him personally that we are doing everything we can to speed up our services.

MR. RODGERS: That I know. I am aware of that.

MR. LORENZ: We also operate under scarce resources in terms of space and money, but within those scarcities we are doing everything we can.

I did want to ask you specifically about our effort that is now going into providing cataloging in the book itself -- cataloging in publication -- are you beginning to notice some pay-off in this area? Because now I think that about seventy-five per cent of the publishers are involved and the university presses have been very good in their cooperation with this program. Is it beginning to show up in the library?

MR. RODGERS: Yes, that is showing up.

I suppose it is only a partial solution to our problem since we are hopeful that we can use the proof sheets or cards rather than having to type up our entries in the cataloging of publications for the public card catalogue, but, yes, in emergency it does provide a data base for us.

I am sure that you are aware that I was not criticizing the Library of Congress' efforts. I know that you have been doing all that you can to the full extent. My plea is for more.

MR. LORENZ: Right.

MR. RODGERS: From the source of funds.

On another of my topics, the subject of regional cooperation, I was very delighted that the Commission had not only given attention to this, but had funded a study by Dr. Roland Stevens at the University of Illinois.

I think this is a major source of savings. We in the Pacific Northwest have a good working regional resource -- the Pacific Northwest Bibliographic Center. And I know that I echo the voices of many of my colleagues who are concerned about its future because, supported as it is by several states with funding coming by a variety of means, the Center is scarcely capable of planning its budget even a year in advance.

And that is why, in my testimony, I earnestly recommended the development of a program on a national basis which would guarantee the ability of such centers to continue their operations.

THE CHAIRMAN: Mr. Lerner.

MR. LERNER: Mr. Rodgers, I am particularly intrigued by your treating the subject of university libraries operating in an isolated community and the university -- the urban university it serves being, how would you put it, on the front lines in that same community.

MR. RODGERS: Yes.

MR. LERNER: Would you comment and expand a little further on your feelings regarding the university library vis a vis the larger community?

MR. RODGERS: Yes, and it has been obvious from what many people have said today that it is not easy for all university libraries to participate fully in the community. You see, the university has its own community, and that community must necessarily be served first, and one obviously cannot sacrifice them to some larger ideal that might do them credit, but which would do a disservice to the close community.

However, I am surprised at some of the testimony that I have heard today. It really does amaze me that a businessman in an agency should find that he can't even get at journals in a university library. One may have to restrict the kind of use in a university library -- one obviously cannot lend all of one's books to everybody simultaneously, but accessibility to materials, I think, is of prime importance.

MR. LERNER: You think that this is a responsibility that the libraries do have to the community?

MR. RODGERS: I think so, yes.

THE CHAIRMAN: Martin.

DR. GOLAND: I find it difficult to understand why this is such an all-embracing responsibility.

(Laughter.)

What is the moral or the ethic?

MR. RODGERS: I suppose that it is very easy to give lip service to cooperation. Libraries have always been in the forefront of cooperation. I think that we mostly don't cooperate enough and willingly enough.

Accessibility to our resources is not costing us all that much, in terms of manpower, provided we have efficient tools to get to them, once they get to our premises.

But also, in an urban community, one cannot escape the fact that while one has an immediate university community of students, it is highly probable that a considerable number of members of that community -- of the urban community -- are alumni of your very institution or similar institutions, and that they have need of these services. And I think they should have access to them.

DR. GOLAND: But they haven't paid for them, and paying on a reasonable cost basis, you wouldn't object to that, would you?

MR. RODGERS: I think that would be a way to do it, and it seems to me that it ought to be possible to do it without putting that kind of a -- payment, even on a nominal basis, sounds easy, but it is amazing how much of a deterrent it can be.

DR. GOLAND: You know, you even pay to go to church!

MR. RODGERS: Not necessarily, sir.

(Laughter.)

DR. GOLAND: I do.

MR. RODGERS: I do too, but nobody forces me to do it.

(Laughter.)

THE CHAIRMAN: Miss Scott.

MISS SCOTT: Yes, you testified as to the copyright problem, and I would like to get into this for a moment.

What would you propose as an equitable solution or compromise between the librarians and the publishers?

MR. RODGERS: I was afraid you were going to ask that!

MISS SCOTT: Things are going along fast now.

MR. RODGERS: I am no lawyer, and clearly a problem that has defied the talents of Congress for so many years cannot be solved here by me.

DR. CUADRA: Try!

(Laughter.)

MR. RODGERS: Like I said, as I expressed in my testimony, I am concerned that on both sides -- librarians taking positions on the one side and publishers on the other -- and both have some good reasons in their support. Librarians have to give service to their users, and I don't think they are trying to rob the publishers, but they find that the publishers cannot come through with the information for them.

Clearly copyright must protect the publisher and his author, and if libraries allow themselves to get into the business of mass publication, then I think that they are at fault. But I really don't see that the law ought to be supporting publishers and penalizing libraries for making single copies, since a publisher -- even in his wildest ambitions -- would not claim that the individual who sits down with a pen and copies something is breaking the law, I don't know why it should be breaking the law to push a button and save yourself two hours of labor. The method is different but the principle, I think, is the same.

THE CHAIRMAN: In other words, you would want a fair use clause put into the legislation?

MR. RODGERS: Yes.

THE CHAIRMAN: Any other questions? If not, thank you very much, Mr. Rodgers.

MR. RODGERS: Thank you.

THE CHAIRMAN: We will go on now then to Ursula Meyer.

Whereupon

URSULA MEYER

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Would you identify yourself, please, Ms. Meyer?

MS. MEYER: I am the Coordinator of the Mountain-Valley Library System here in California, which is based in Sacramento, and it includes the eight counties and four cities in the northeastern part of the State.

THE CHAIRMAN: Now how do you pronounce your last name?

MS. MEYER: Meyer.

THE CHAIRMAN: Meyer.

MS. MEYER: I have submitted a written statement to the Commission, and I should like only to add a couple of things that have come out of the testimony today.

Your original question was for me to comment on the cooperative scheme in California, which I was glad to do, and I was very parochial about it, because I believe that we represent a kind of library user that is also a minority user and not much recognized any more, and this is the small and medium public library, mostly rural, where distance is a serious problem, where there are few book collections, no book collections in depth, and where there is very, very little staff.

The cooperative system that California has developed with limited -- very limited -- state funds, and not very much in federal funding, has given us a chance to exist. If this funding is not continued, I don't believe we can continue to exist, and our users will be greatly hurt.

In the five years that we have been in existence we have developed an information center which is at the bottom; it is not the Olympian scheme that Dr. Weber just talked about but it is kind of sophisticated from our point of view. They will have the information that a small library does not have -- it does not have a collection, it does not have a staff to seek out the answers. And so for us, the cooperative scheme is the only way to exist.

If the moneys are not forthcoming -- and people before me have spoken on that -- I think we will very definitely go backwards.

I will be glad to answer any questions.

THE CHAIRMAN: Thank you. Any questions?

Mr. Dunlap.

DEAN DUNLAP: Ms. Meyer, in your testimony you mentioned the need for large and diversified backstopping book collections, which would create adequate resources, et cetera. You heard Mr. Weber refer to those. There have been other discussions about large research collections.

I presume you have in mind something that would serve a much smaller region -- perhaps your own region in California.

MS. MEYER: Not necessarily. I would in part.

I worked for three years for New York State as a consultant of the New York State Library staff, and New York is much more fortunate in state funding -- 15.5 million, to be exact, against our $800,000. And that money was used to build up in each of the twenty-two systems 100,000 non-fiction volumes -- which is really not very much. It is still dependent on research collections either in the university or the large public library.

I am mot suggesting building something enormous in our locality. I simply want enough books.

We are talking about book collections on a 50,000 volume basis, where you simply do not have enough to answer. Our largest library is Sacramento City, which is not a very large collection. We are next door to the State Library, but our use of the State Library is, of course, the same as anyone else in the State.

DEAN DUNLAP: Then you had in mind counterpart to the New York regions?

MS. MEYER: Yes, I believe in building on strength. I think that it is a waste of money to build small collections of unreasonable size. I think we are connected by teletype, T. W. X., and delivery vans which go every day, plus data phones and all of these other things, and we can get things to you very, very quickly.

And I don't think that it is necessary to have a very large collection.

THE CHAIRMAN: Mr. Cuadra and then John.

DR. CUADRA: Could you say a little more about what kind of information and materials get retrieved in your information center?

MS. MEYER: To be quite honest, ninety per cent -- we answer about eleven thousand requests for a million population; now remember these are the requests that the local library cannot answer -- ninety per cent of that is an author-title retrieval, and our backstopping collection there is Sacramento into which federal funds have been put to augment that collection.

And then there is the Placer County is the next size library, and we put money into that to build that up.

The reference questions tend to be quite sophisticated that come to us. There are in some of the libraries professional librarians who have a crack at trying to answer, but even if they try, they haven't the materials. It is, by a university standard or a large city standard, not very sophisticated, but what we have noticed -- and I worked in Northern California for twelve years, not always in the same region -- the better the service the greater the use that is made of the book collections, and the more sophisticated the questions become, because people understand that they can come to the library and ask, and they can get the information, whether it is from us, whether it is through the Bay Area Reference Center, or the State Library, or Berkeley -- there is a way to retrieve it.

THE CHAIRMAN: John.

MR. LORENZ: What is the present status of statewide centralized cataloging and processing in the State of California for public libraries?

MS. MEYER: There is in the California State Library a processing center of which all of our members -- with the exception of Sacramento, the largest library -- are members -- and for a fee of $1.40 they have their books catalogued and processed.

Sacramento, because of their larger volume, does its own because it feels that it can do it more cheaply. But there is nothing on the scale that was in New York State that has just disappeared, as you probably know.

MR. LORENZ: Would you evaluate this as a successful development which will be on-going in California?

MS. MEYER: Yes. I came to the Northern part of the state just when the processing center started, and was a county librarian then, and I would say that it enabled us, within two years, to double our book -- because we did not have the space at home to do our own cataloging, and we did not have the catalogers.

So it was again the only way to exist.

MR. LORENZ: Is it resulting in a union catalog for your region?

MS. MEYER: The only union catalog now in our region -- there is a union catalog in the state library. We have not been able to afford the union catalog.

Hopefully, at some point the state library will have its union catalog and its own catalog -- which we could then use.

THE CHAIRMAN: Chuck.

MR. STEVENS: I wonder if you could say something about how you measure user needs or information needs of users in your community?

You made the comment just a few moments ago that the better the service, the more trust people put in it, and consequently the needs by users go up. But have you looked at it from the other end -- as we are trying to do -- that is, trying to find out what the information needs of users are and then match the services to those needs, and can you give us any guidance in that?

MS. MEYER: Well, I would say that we have not been very successful.

Approximately ten per cent of the population of our area is Spanish speaking. The system as a whole does nothing to attempt to develop these people. We have one county librarian who happens to have a staff member that is Chilean and, therefore, speaks Spanish, and has worked on the local level with the group. She gives guidance in attempting to buy materials for people who do not speak English.

We do not bring a great many of these people in. In my opinion, the area has done very poorly, not only in the deprived and the unserved, but even in the business community, which does not come to the public library because they don't have business service.

Part of this, I believe, is due to the very, very small professional staffs. We have -- again with the exception of Sacramento -- there are eleven libraries and most of those only have one trained librarian. Two of them have three, and one has two.

And when you run a library -- and some of these are in 100,000 population, you see, so it is a big business -- and I don't think we have gone out, we have not had the staff to reach out to bring people in.

We have in only one library, for instance, a specialist in children's work. The system employs a children's consultant, but to cover 8,000 square miles in twelve libraries, she can do just so much in going around and training. We consider the training of the staffs one of our main functions, and, I think, because of the lack of our staff, we are not doing a very good job.

In studying who was not -- I think that everyone who has spoken today has spoken of user studies. I would like to see a non-user study, which, as I understand it, is enormously expensive. But until someone in the social sciences, I think, shows us why, and who does not use the library, we don't really know, we are always guessing.

THE CHAIRMAN: By "non-user", you mean "potential user"?

MS. MEYER: Potential -- the individual who simply doesn't come in.

THE CHAIRMAN: Doesn't know what exists.

MS. MEYER: Calls the newspaper -- it never would occur to him that we have any information.

THE CHAIRMAN: Yes.

MS. MEYER: Or that we might have a book that he might look in.

THE CHAIRMAN: Right. Any other questions? If not, thank you very much.

Now we get to Cecily -- Surace, is it?

MS. SURACE: Yes.

Whereupon

CECILY J. SURACE

was called as a witness and was examined and testified as follows:

THE CHAIRMAN: Ms. Surace, would you identify yourself, please?

MS. SURACE: Yes. I am Cecily Surace, System Coordinator of the Metropolitan Cooperative Library System. It is a system in the Los Angeles County area, with twenty-one independent city libraries as members. We will have twenty-two next year.

THE CHAIRMAN: If you could speak a little closer to the mike?

MISS SCOTT: Pull the mike.

COLONEL AINES: Pull it toward you.

MS. SURACE: And we service a population of one and a half million -- one and a quarter million people. I really have no new comments to add I think I have said too much already. But I would like to just read the three items that I have as summary for my testimony to you:

One is that there is a lack of state financial support for library cooperation within California.

Two, the lack of any useful measures to evaluate benefits and costs of cooperation.

And three, the lack of identification of user and potential user needs.

And I think that many people have already spoken on all of these topics today.

THE CHAIRMAN: John.

MR. LORENZ: This is the system that Whittier is a part of?

MS. SURACE: Yes.

MR. LORENZ: And could you say just a little more about the relationship of this system to the Los Angeles County Library and the Los Angeles Public Library?

MS. SURACE: Yes, the Metropolitan Public Library System is a multi-library system. The Los Angeles County System is a single-library system; all of the libraries that are supported by the county are members.

The Los Angeles Public Library System is also a single-library system. It does not have any members except in Los Angeles, if you want to put it that way.

MR. LORENZ: And how do the three systems interrelate?

MS. SURACE: There is at present some discussion about possible cooperation.

We, of course, render service to each other, mostly through the State Library rather than directly, unless we feel certain that we will find it in Los Angeles Public and will call directly, but usually it is through the state catalogue. We do use the S. C. A. N. -- the Southern California Answering Network -- a service that the Los Angeles Public Library provides, for reference questions, and this library gives very excellent service.

And that essentially is about the extent of our cooperation.

THE CHAIRMAN: In your table you have broken down the various amounts since 1964 under the Public Library Services Act, and you use three figures -- the per capita figure, which has remained relatively stable, and the project grants, and then your figures rise and then decline -- something called "establishment grants".

Could you define just what that is?

MS. SURACE: Yes, the "establishment grants" are given to the systems for each new library, member library, that joins the system, and the amount is $10,000 for two years -- total amount $20,000. So as more libraries join a system, they will get that many more dollars.

Next year we will have another join us and we will receive ten thousand dollars as an establishment grant for the first year, and then again for the second year.

The "per capita" funding is just that except that there is a rather involved formula base.

THE CHAIRMAN: But your establishment grants have gone down since 1969 from $535,000 to $203,000.

MS. SURACE: Yes, there are fewer libraries now that are joining the system.

Of course, I believe -- are there sixty-eight per cent of the libraries or seventy-one per cent of the libraries that are members of systems in California, with the total population being served close to ninety-five per cent in systems.

THE CHAIRMAN: I see, right.

MR. LORENZ: Does your system use the centralized cataloging at the State Library or do you have your own cataloging system?

MS. SURACE: There are perhaps one or two members of our system that do avail themselves of the State Library services. Some use other private services. And many of them, most of them, do their own cataloging. .

And this is an area that we keep looking at. I have only been the System Coordinator for a year and a half but it is an area that we keep looking at and talking about in terms of perhaps utilizing existing services, but as usual, there are the delay factors, and the fact that many feel that they can do it cheaper.

THE CHAIRMAN: Now this new library act bill that we have been hearing about that the governor has on his desk, would that change the whole basis of support?

MS. SURACE: Well, it would certainly provide us with more funds.

THE CHAIRMAN: Right.

MS. SURACE: Whether it would significantly change services that are provided -- I would hope so.

We have a planning committee which is looking at what we would do with additional funds, but it is a kind of a negative looking committee because we are not too hopeful that the governor will sign.

(Laughter.)

THE CHAIRMAN: Yes, but the increase is in the per capita figure?

MS. SURACE: Right.

THE CHAIRMAN: Rather than the other?

MS. SURACE: Yes, it would be per capita.

THE CHAIRMAN: Right.

MS. SURACE: But initially -- the cream would always be the establishment grants -- which is in the new law as well as the old one.

THE CHAIRMAN: Right.

MR. LORENZ: Does your system require that members maintain at least their present level of support?

MS. SURACE: Yes. There also is a requirement under the state law that there would be a certain factor of support that the local libraries maintain.

DR. CUADRA: You mentioned also --

THE CHAIRMAN: Yes, Carlos?

DR. CUADRA: You mentioned also the desirability of an interlibrary finding network.

Would you say what kind of things you would expect to happen on such a network? How would it operate?

MS. SURACE: Well, I think the increasing costs for accessibility -- I think accessibility is very important. I think that we are designing systems that are quite expensive electronically, and we are not necessarily developing tools that can make this a more efficient system. It may be effective but I am not sure that it is efficient.

And I think that perhaps one of the ways that it could be more efficient would be if we could develop, such as the State Library and have automated, and perhaps also put in our libraries so that we don't even have to bother contacting the State Library, it is there, you would look and you know where it is.

Tools of this nature where we could find out who has what resources, and to shorten the route for getting at these resources. Presently we have this hierarchy, which is rather time consuming.

THE CHAIRMAN: Andrew.

COLONEL AINES: I have one difficulty here -- and I am sure it is understanding -- and this deals with Point 3 in terms of your three weaknesses, "The lack of identification of user and potential user needs."

In the absence of this kind of data then, in effect, much of what you are doing is really going on in order to solve the problems of the -- shall I call it the Establishment? -- the organizations, the library groups, and it isn't really focused at this moment as thoroughly as you would like on what really the users want and need.

And couldn't one argue then, until that is really done, much of the other is a little bit irrelevant because you might have to take a lot of false starts, and then only to find out that the user needs just happen to be a fugitive rabbit off in another county somewhere. Could you comment on that, please?

MS. SURACE: Well, I may perhaps comment indirectly and then if I don't quite answer it, get after me again.

I feel that we are building networks based on known services -- tried and true services where we recognize a need. People do need interlibrary loan services and people do need reference services. These are the needs that have been demonstrated by our users.

The question is, who are our users? There are an awful lot of them that never used these services that we have developed. Why not?

You know, who are they? Why don't they use them? And what kind of services do they need?

There have been demonstration projects, many of them today. The minority groups are saying -- we have one with the adult black population in Pasadena to find out what their information needs are. We are not going out there to tell them, "We have a library. Come." We are trying to find out what it is that they need, what kinds of information they need. We have got two user representatives from the social worker background who will be going out. They are members of that community, and they will be trying to find out what kinds of information are needed, why there are non-users and why they are not coming to the library.

I think we need to know more about how people use libraries, why they use them, and the kinds of services that they have, and the uses that they make of them, and is it that they use the interlibrary loan and reference services only because we as librarians know how to provide that service? Are there other services that we should be providing? You read about them from time to time in the literature. But perhaps this is where the bill -- the ball game is a little missing.

COLONEL AINES: Well, if I may continue a little bit on this?

I look at a community and I try to find out how many subscriptions to newspapers they have, how many magazines they receive into homes, how much television they are employing, and what kind of programs, and look at the totality of the information intake these people have.

Then I say in effect, now what, in terms of library services, can we provide that would augment, amplify, and improve, what they are now taking in? Or is there a possibility that they would be willing to shift from some other medium into what we are trying to offer in the library world?

And I seem to find an absence of this kind of hardpan consideration of the total information needs of the various layers of our user community. And in that sense, I often wonder when we in the library business are going to look at the total information spectrum of our users rather than at what we would like to have them think about or use in the armamentarium we can offer them.

MS. SURACE: I am in agreement with that wholeheartedly.

However, we go about finding the information is the crux. There remains the study -- not enough study has been done.

THE CHAIRMAN: Yes, Kitty? And could you move up again because people can't hear you?

COLONEL AINES: We are friendly. Please come closer!

(Laughter.)

MISS SCOTT: No, I don't have any questions.

MS. SURACE: It is simply that there are wheels on this chair!

(Laughter.)

THE CHAIRMAN: Lou.

MR. LERNER: Oh, I just wanted to comment on your point number two, the lack of any useful measures to evaluate the benefits and costs of cooperation.

Could you comment on that? We all seem to be looking for ways to measure things today. We have been talking about that a lot. And could you talk about that a little and let us get your feelings about what you think would be useful to get specific measurements for library systems or for this type of cooperation?

MS. SURACE: I have given a little thought to that, and I am sure that other people have given it many more years of thought too.

It is not an easy question -- I think that if we could look at the ways in which we presently attempt to evaluate our own individual libraries -- we look at our situations, our growth or decline, we look at the number of interlibrary loan requests that we fill, we look at the number of reference questions we get and how many we feel we have adequately answered -- input, output, some type of a percentage, and, gee, we have an effectiveness rate of so and so.

I do this in my system. We have an effectiveness rate of answering eighty per cent of the questions, of all our reference questions, inside our system, which is very high. We fill fifty-three per cent of our interlibrary loan requests within the system. That too we consider fairly high. But at what cost?

MR. LERNER: And what questions are not being asked?

(Laughter.)

MS. SURACE: Oh, yes, of course, I agree with you. And one wants to know in terms of who is doing all of this asking.

If they are the same people who are coming in and we are just getting more people borrowing -- I mean, the same number of people borrowing more books, are we still effective? So you have to take, I think, the user angle rather than the library service angle. And perhaps this is an approach. The difficulty there is we are not finding out who is doing it, because if I am circulating more books to the same people, I am not doing a good job.

MR. LERNER: I am interested in the fact that you run a library system and you are serving libraries, but, in fact, you are very -- you are going beyond that?

MS. SURACE: No, I think that you could say that the Metropolitan Cooperative Library System is a user oriented system. There are very few services that we offer that are really library oriented.

There are some systems that do use or offer library oriented services, such as certain technical things, acquisitions. We don't do that. All of our services are geared to the ultimate user.

MR. LERNER: Good. Thanks.

THE CHAIRMAN: Joe, did you have one?

MR. BECKER: No, no, thank you.

THE CHAIRMAN: Any further questions? John.

MR. LORENZ: I might say, in this kind of a cooperative system, for example, if you make a finding which might suggest that Whittier, for example, should do something else, other than what it is doing now, how effective can you be in advising Whittier that they could do something else?

MS. SURACE: Well, that sort of gets at the heart of the problem of cooperation.

I can only suggest this. I can urge it, but I cannot demand it.

MR. LORENZ: Have you found in your experience that your advice is usually accepted?

MS. SURACE: Not in all cases, particularly if it involves book selection. If there are areas in which I would like to perhaps suggest less duplication in resources, this is usually not accepted because the feeling is -- and perhaps rightly so -- that "We need this in our library because our users are demanding it."

And so it is very difficult for me to tell the librarians there in the field that"You can borrow it".

MR.LORENZ: But the overall evaluation is that this is still a worthwhile cooperative?

MS. SURACE: Oh, yes, I think it is a very good cooperative system.

I think that considering the fact that we are the largest system in California and we do have twenty-one fairly strong libraries in our system, that our level of cooperation is very high, and we consider ourselves quite successful -- maybe not efficient but successful.

THE CHAIRMAN: Didn't you tell us that the Los Angeles -- what is it? the County Library is not in the system?

MS. SURACE: That is correct. The County Library is a single-library of and by itself.

THE CHAIRMAN: Of its own, and it is not linked in with yours at all?

MS. SURACE: No. There are long-range plans, we understand, for a reduction in the total number of individual systems, and the plan for Los Angeles County would be to have all four single-library systems in one massive system. There is considerable resistance on the local level, I think, to this.

THE CHAIRMAN: Apart from questions of autonomy, just technical practical questions, are they -- would they be hard to overcome, if the two systems were to be merged?

MS. SURACE: Would you repeat that again, please?

THE CHAIRMAN: I mean, I can see that the systems might be reluctant to join into one because they want to keep themselves autonomous and separate.

But in technical and practical questions, there wouldn't be any obstacles, would there?

MS. SURACE: I would think perhaps not. There might be some financial problems.

THE CHAIRMAN: Yes.

MS. SURACE: There are some members of our system that receive money from county sources for the provision of services to county people.

THE CHAIRMAN: Yes, right.

MS. SURACE: That would be a considerable factor. Technically there is no reason why it can't be worked out, but I do think that one should look at such a relation generally to determine whether that size could really be handled properly.

I don't know. I am not for or against it. I am too new to have made up my mind about it.

THE CHAIRMAN: Right.

Andy.

COLONEL AINES: Just one last thing -- it went by rather quickly, and I am not sure I caught it:

You either said "We are successful but aren't necessarily efficient" or "are efficient and not necessarily successful". Which one did you say?

MR. VELDE: Successful.

MS. SURACE: We consider ourselves successful -- not necessarily efficient.

COLONEL AINES: Thank you.

THE CHAIRMAN: Well, thank you very much.

MS. SURACE: Thank you.

THE CHAIRMAN: Next we have Mr. Richard Smith. Is he here? Mr. Smith.

Whereupon

RICHARD D. SMITH

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: You have been sitting here all day, Mr. Smith. I hope you are not exhausted.

MR. SMITH: I am really enjoying this chair!

(Laughter.)

MR. VELDE: Added inducement!

THE CHAIRMAN: This is one of the penalties for using courtrooms for these hearings!

Mr. Smith, you have sent us your testimony and it is largely concerned with preservation. Would you want to say anything in addition to what you have said here?

MR. SMITH: Well, with your permission I have typed up what I would like to say and if I could, I would like to pass it around.

THE CHAIRMAN: Fine.

(At this point papers were passed around.)

And then why don't you just read the remarks?

MR. SMITH: Fine.

My name is Richard D. Smith. I am a registered professional engineer and an Assistant Professor in the School of Librarianship at the University of Washington in Seattle.

As you mentioned, my responsibility here today is to answer questions about the general problem of the deterioration and preservation of library materials. My qualifications to speak about this subject are as follows:

For some years, I have worked as a ceramic engineer and during that time I first encountered the power of atmospheric pollutants. In 1954 I was developing porcelain enamels that were resistant to sulfur oxide that caused a certain type of pitting and marking on white coatings.

When I returned to graduate school at the University of Denver I studied the problems of deteriorating bookbindings and wrote a Master's paper, "The Preservation of Leather Bookbindings from Sulfuric Acid Attack". This paper has circulated in Europe and the United States. But perhaps the thing that I learned of the greatest value during the course of making that study was that the problem facing libraries with regard to deterioration was not leather bindings but rather paper.

When I had an opportunity to continue my studies at the University of Chicago, I developed a low-unit-cost method for preserving library book stocks as my Ph.D. project. In developing this method for preserving books in libraries I demonstrated that the paper in books can be stabilized and strengthened at a cost estimated perhaps one --

THE CHAIRMAN: Did you invent this chemical dip method?

MR. SMITH: Yes.

THE CHAIRMAN: Because I was told about that. Well, go ahead and tell us about it.

MR. SMITH: Well, I demonstrated that the paper in books can be stabilized at, I believe, on a projection basis of my own on industrial costs, perhaps one hundred times less than what it would conventionally cost. This is a figure which was used at L. C. and published there, of fifty dollars a book. And we should be able to do it off book stocks -- off book stacks, back to book stacks, about fifty cents a book.

In addition --

THE CHAIRMAN: Are you listening, John?

MR. LORENZ: What?

THE CHAIRMAN: Are you listening?

MR. LORENZ: Yes, I am.

(Laughter.)

MR. SMITH: In addition, there are some other gratuitous things that flow out of this:

This low-unit-cost method, the equipment that I think should be used, could also be very valuable in drying books that were wet by water during fires or during floods. And I think I can say that the novelty of my work has been recognized in the patents which have been granted to me in the United States and Canada.

Unfortunately, my work at the University of Chicago has not yet been used to stretch out the useful life of any large library collections. On the other hand, in the past four years, the deacidification portion of my work, this solution has been used to protect many unique items -- documents, manuscripts, rare books, and works of art on paper from acid attack.

I wish to emphasize, at this point, the condition of materials in the majority of our libraries. We can evaluate this condition and predict the condition of materials in the foreseeable future in a variety of ways. We can say that the books published since 1900 normally can't be rebound by conventional methods -- I am speaking "oversell" if you want the term -- when they reach about sixty years of age. The same leaves which fit in these same books will probably break if they are turned when they are 100 years old.

If you want to think of this in the basis of your own experience, think of books that you have handled that are around 100 years old today, and they are rather yellow and they do tend to crack and break. If you talk with anyone in cataloging and this sort of work, they are having difficulty in binding books that were manufactured about the time of the First World War.

We can alternatively say that about ninety-five per cent of the books published since 1900, their life could be extended if they were deacidified. And we can argue really that the life of all books can be extended through deacidification **really** because the bindings, the binding components --

the thread, cord, paper, that is used in binding normally is not a stable paper, so even if you had a very stable paper in the book originally, if you had not used good binding components, you still don't have a stable structure.

We could also say that due to air pollution, libraries in urban areas could probably double the life of their bindings if they simply deacidified and strengthened the end papers at the gutter margin.

So my opinion in summary is that we have in existence preservation techniques which could be applied to reduce the operating costs in virtually all libraries. I hope that these techniques -- and any that anyone else might think of -- could be used and shown and demonstrated in projects throughout the country.

THE CHAIRMAN: John.

MR. LORENZ: As far as you know, has your work been examined and tested by the Preservation Laboratory in Richmond, or by the Council on Library Resources, and by the Preservation Laboratory at the Library of Congress?

MR. SMITH: At Richmond you are speaking of the Barrow Laboratory?

MR. LORENZ: The Barrow Laboratory.

MR. SMITH: They asked me to send them some solution and this fell through for some reason. Why, I don't know. I offered them the material and this has been postponed.

MR. LORENZ: How long ago was that?

MR. SMITH: This was at least a year ago.

MR. LORENZ: Yes.

MR. SMITH: At the Library of Congress, I understand that tests have been made to test the results obtained. I might say that in South Africa some people there have done work, and I have the impression -- although it is not 100 percent confirmed -- that they are considering or even planning at this point to actually be involved in a major project.

MR. LORENZ: You haven't been in direct communication then with the Preservation Laboratory at the Library of Congress?

MR. SMITH: I have kept them informed of my work.

THE CHAIRMAN: Can you give us a general notion of how your process works and how it differs from some of the others that have been tried?

MR. SMITH: Yes, it works -- I think one can relate this to perhaps what you have in mind.

The basic concept -- the basic problem with regard to stable paper is an acid attack; otherwise the paper can be dealt with. Cellulose is a long chemical. The acid causes a chain reaction and a reaction that shortens this fiber, this cloth, and over a period of time you move towards a powder. Now a way to make paper last longer, obviously, is to slow this up.

If you remove the catalyst, the hydrogen ion, the acid, the reaction will proceed more slowly, and hence one speaks of deacidification.

The traditional method has been by immersion in water. The problem with water though is that it is very slow, the paper gets very weak in the process, it takes a great deal of time, it is expensive.

How to get around this?

Well, one way is to introduce a chemical which will accomplish the same reaction, but so that you could handle whole books, which is the concept that I approach, and I did choose to do this by using a non-aqueous medium -- in other words, an organic solvent, and then the problem was to find a chemical that was suitable, a suitable medium. So on this solution I worked this out -- magnesium methoxide is one of a host that can be used of materials of this nature. And if you are talking about a single sheet of paper, you could simply dip it into such a solution and pull it out and let it dry. If you are talking about -- or you could spray it or apply it with a roller coater or a blade or some sort of a solution, but if you are talking about books, this is a different cup of tea. You then have to handle the drying situation.

If you let it dry slowly, if you are thinking of this as a book, the solvent is going to come to the edge, so that you could soak the book full of the chemical and have everything nicely in, and as the book dries the chemical would be transferred back out to deposit on the periphery of the book, and you really wouldn't have accomplished what you wanted -- or left a residue throughout the paper.

This took me a while to work out, and the solution is to do the job under pressure, and then what I chose to use were freon type solvents, the sort of thing you are familiar with in your refrigerator, and work under pressure. I made up my solution, treated the book under pressure, drained off the excess solution -- all of this occurring in an autoclave or a pressure can and then reducing the temperature -- reducing the pressure and you get a flat drying action where you are really drying in or on the paper fibers within the book and then your deposit would leave a residue throughout and take care of the reaction in the book.

THE CHAIRMAN: How big an institution would you have to have,to have this apparatus? Could a fairly small library that had the problem be able to use it?

MR. SMITH: Well, I really think -- and it is one of the marvelous things about the whole concept in my mind -- it could be successfully used by a housewife, all the way up to, if you are progressing through equipment, and you want to take on millions of books, then you are talking a bout something that would be elegant and sophisticated and is going to involve --

THE CHAIRMAN: But on a single book, it could be done?

MR. SMITH: It could be done by a housewife with no trouble at all.

THE CHAIRMAN: Well, you must see to it that the world gets to know about this. It is important. It is one of the most terrible problems libraries face.

MR. SMITH: I must say that you can do considerably more than just deacidification, if I might just carry on with this.

THE CHAIRMAN: Yes.

MR. SMITH: You have also more of a problem than just this.

The books have deteriorated standing on the shelf, and they are very weak -- the paper is. It can be strengthened at the same time.

And although the library world has focused on deacidification as a problem, this is by no means the only problem. There are other chemical reactions that go on. Now one has to put in a couple of additional chemicals if you really would like to stretch the life out, to reduce the carbon groups -- I won't go into the chemistry of it, but please take my word for it.

In addition, we can't predict the future and we don't know what is going to happen. We can anticipate, if you are speaking for a long length of time, that you are going to have bad storage conditions, mildew and this sort of thing, or rodent attack -- and this also ought to be spoken to. It can be at the same time.

There is a whole variety of things which I envision could be done rather cheaply, three or four things.

THE CHAIRMAN: Now you have taken a patent out on this?

MR. SMITH: I have received patents, yes, sir.

MR. STEVENS: Dr. Smith, how do you think the problem should be approached nationally, as far as applying the method you have developed to collections nationally?

MR. SMITH: We are speaking of collections now? We are not speaking of works of art or people's products in their homes?

MR. STEVENS: No, book collections that are used in the national resource libraries, and I am talking now about university collections, large public libraries, and the Library of Congress -- should we think about deacidifying one copy of every title that we know about and know which copy has been deacidified and let the rest deteriorate? Or have you thought about how it should be applied to national needs?

MR. SMITH: Well, I certainly -- this is a very difficult question to answer.

First of all, I don't think you should limit yourself to one copy because you don't know what is going to happen in the future. This depends, of course, on the goals of your setup, and without knowing the goals that we want to satisfy, the question becomes hard.

But just from the sense that you can have a fire, you can have a flood, you can have all sorts of other Acts of God, I think you need more than one copy. I don't know how many copies you might need.

How this might be done -- I would think that in some of the major libraries, or in regions where there are a number of libraries, there you could run a fixed, stationary -- a fixed and stationary operation, going on indefinitely. For other libraries, and for getting at the book stocks presently in existence-- now it would be from the future to what you have in stock -- I would think you would want to think of mobile sorts of equipment for two reasons:

First of all, you really wouldn't want to work at this and be messing around the library forever. It would be nice to come along and do the job in three months, six months, or a year -- depending on the size of the library -- and then move on to the next library, and doing the books really by thousands each day.

Then you would have this equipment, this tank, and I think it ought to be mounted in a group and handled so that it could be put together on sight, mounting the various apparatus in the back of a semi-trailer truck, you know, for two reasons:

One, because of the mobility.

And secondly, because if there is a disaster some place, if there is a fire or a flood, then you could move this equipment on and attack that job and come back to treating the books. And every year there are several major floods, of course.

THE CHAIRMAN: John.

MR. LORENZ: Do you have any research or demonstration proposals pending for anybody?

MR. SMITH: No, I don't.

MR. LORENZ: The foundations? To move further with this?

MR. SMITH: No.

THE CHAIRMAN: John -- I would think, John, that you might try to get your Preservation people --

MR. LORENZ: Yes, I have already made a note to look into this.

THE CHAIRMAN: Good, good.

MISS SCOTT: We at the Smithsonian also have a Committee on Preservation that might be interested in crumbling books.

MR. SMITH: There is one group that has considerable--

MR. VELDE: Aren't many of the papers that are still being used in the same trouble?

MR. SMITH: Oh, the majority of them are. But in this connection one has to sort of -- what you are asking, I am going to sort of take your question and jump with it, if I may:

Certainly many of the papers that are being manufactured today are unstable, but pretty decent papers or papers of high quality have really always been available. They have not always been selected.

Avoiding that question, one might look at the problem of where should the paper and books be made stable, so that we can get a maximum life out of them? It would seem to me that if an industry has the thought and demonstrates -- as, apparently they do -- that the production is cheapest with this unstable paper, then we as librarians, when the materials come to the library, should face up to the problem of extending the life, rather than to do it at the point of manufacturing, thinking that only a small quantity of the amount of printed -- material that is printed, actually gets to the library, or to a library where we want to extend its life.

MR. VELDE: And the unstable paper looks identical to the other paper, so that you can't really tell the difference.

MR. SMITH: Well, you can make some tests, as I point out there, on this.

MR. VELDE: Tests.

MR. SMITH: In some cases you can see it. In other cases you would actually have to test.

THE CHAIRMAN: Mrs. Moore.

MRS. MOORE: I wanted to inquire whether or not your method has been used in Florence in the restoration effort after their flood?

MR. SMITH: No, I can't tell you the answer to the question for sure.

I can say that they wrote and asked for information. I sent them a great deal. I never visited there. They never wrote back and said they were doing it. They are aware of it.

THE CHAIRMAN: Well, their problem is one of water soaked and waterlogged --

MR. SMITH: Yes, and again the situation in Europe is different, you see, from here. You have to think of the temperature of storage and the condition of storage. Most of those buildings are not heated, and ours are, and we are running, oh, fifty to a hundred years in time ahead of them.

For example, I have a friend who visited in Poland where he looked at copies of the Chicago Tribune which were in excellent condition, usable, the paper was strong. The same copies had long since ceased to exist in Chicago.

THE CHAIRMAN: It looks like we should send one copy of everything to Poland!

(Laughter.)

MR. SMITH: Or should we say, save a little air pollution in the cities and make the buildings a little colder!

THE CHAIRMAN: Any other questions?

Lou.

MR. LERNER: This process will work on any type of paper, from the finest paper to newsprint, for example?

MR. SMITH: Yes. You are, of course, not going to get the same extension of life or the same long life from a paper of high quality as you will from a newsprint paper. But you certainly will get a substantial increase in life.

And there is no need to stop with paper. It also has to do with plastics, with plastic material.

THE CHAIRMAN: Chuck.

MR. STEVENS: The preservation problems of microfilms in libraries also come at us as being something we have to think about.

Have you worked in that area? Or do you know anyone who is working in the problems of acid remaining in filmstock?

MR. SMITH: Well, it is a little difficult to get it out of the filmstock once you have got it in the library.

MR. STEVENS: I was thinking really of the emulsion that sets on top of the stock.

MR. SMITH: I don't know of anyone who has worked with it, and I really have no experience with which to answer it off the top of my head with regard to this, if you would like to think about it.

(Laughter.)

MR. STEVENS: I just wondered.

THE CHAIRMAN: Right. Well, thank you very much, Mr. Smith. That is very encouraging evidence, I think. Maybe we can get something done.

Now am I right in thinking that Phyllis Jean Boucher was not able to be here?

MR. STEVENS: That's right.

THE CHAIRMAN: And we know that Miss Strash is ill and can't come.

So if Mr. Oppenheimer is here, we could proceed directly to him. Mr. Oppenheimer.

Whereupon

GERALD J. OPPENHEIMER

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Would you identify yourself, please, Mr. Oppenheimer.

MR. OPPENHEIMER: Thank you. Gerald Oppenheimer, Director of the Pacific Northwest Regional Health Sciences Library.

THE CHAIRMAN: All right, we have your testimony and I am sure we have all read it. Would you like to add to it or comment in any way?

MR. OPPENHEIMER: No, I believe I am ready for your questions.

THE CHAIRMAN: We can ask you questions right away if you like. Right?

MR. OPPENHEIMER: Please do.

THE CHAIRMAN: All right.

Carlos.

DR. CUADRA: I am interested in your comment about the biomedical communications network and what the problems of entry are that you referred to and the kinds of things that are cumbersome.

MR. OPPENHEIMER: Yes. I think that the concept of the biomedical communications network, of which the regional network is a very substantial part, is a grand concept, and I am completely pleased with it.

But we have been in operation now since 1968 and only the New England regional medical library preceded us. And it appears now that in addition to what has been possible under the funding that we have received, that it is necessary that there will be or need to be more articulation downward and sideways. And by this I mean that the efforts that can be undertaken by the regional medical library network, and it is still necessary that the ultimate consumer of the information -- and this is particularly true of our region, I think, in the Northwest -- have reliable access to it.

First of all, he needs to know that there is such a service.

And he needs to know how he can get into this network, what the nodes are -- and to create this kind of reliability from a central point is not totally successful.

DR. CUADRA: Gee, I am not sure I am following you.

Are you referring to the on line service nodes?

MR. OPPENHEIMER: No.

DR. CUADRA: Or are you talking about service for

MR. OPPENHEIMER: I am speaking of the total service or the basic service, and this includes directory service, document delivery, and also on line services. It is the total range of services provided by the network.

DR. CUADRA: And in part you are saying that the services, that the access points are not known, as well as cumbersome?

MR. OPPENHEIMER: Yes, they are not only not known, but in many cases they do not even exist. And in both cases I think that additional activity is necessary.

Now the regional medical library in Seattle has tried, through consultation locally, through actively trying to interest local organizations, federal as well as public, to bring the nodes, the local nodes, about. But it appears to us now that there is a necessary greater intensified effort on the local scene in order for that service to reach the health practitioners and thereby benefit -- as indicated in your charge -- the health of the nation.

In order to bring this about, it seems to me that it is necessary for either additional funding through the regional medical library, or through some other means, to interest, for instance, State Libraries to pick up currently that mission and create the local services that are needed, partly locally funded, locally based, and on which the local practitioner could rely.

We have tried to do this, and we are trying to do this at the moment -- and particularly in Montana and in Idaho. But this will be only on a temporary basis to see whether this will indeed bring about what I think a goal of the regional medical library services is, and I am sorry that Mrs. Strash is not here due to illness, because some of this has taken place in Alaska, primarily through her efforts, in which she was able to combine federal sources, state sources, and public funds, in order to create this local kind of activity -- and this was what I had in mind.

The other extension that I referred to is a lateral one, and this has to do with -- basically -- with the mission of the National Library of Medicine to be a focus for the supplying of these services.

And at the present time there is a great deal of activity in the other parts of the federal government, particularly N. I. H., the Cancer -- the National Cancer climate, the activity that the Heart and Lung Institute will be engaging in -- all of these activities require a more intensified information service.

There are, for instance, plans for an international cancer research data bank. There are other activities involving, for instance, the Association of American Cancer Institutes.

And I think that all of these ought to be coordinated, so that they will be coordinated with the services supplied by the biomedical communications network.

THE CHAIRMAN: Now our Commission visited the Library, the National Library of Medicine and got a demonstration of M. E. D. L. I. N. E. We were very impressed with it, for what it does.

It must be a relatively expensive delivery system, is it not?

MR. OPPENHEIMER: Not really. I think that we have been on line in the M. E. D. L. I. N. E. system since October of last year, and the benefits that -- at least, as we can identify them -- are really enormous.

As far as we are concerned, the regional medical library, if we had had to buy the terminals, there would have been a cost of perhaps four thousand dollars. The additional cost is quite minimal.

We have at the present time one searcher who is responsible for the searching for the State of Washington.

Now, as you know, the M. E. D. L. I. N. E. service has been decentralized, and in our region there are -- or will be shortly -- seven of these service points:

Two in Washington.

Two in Oregon.

One each in Alaska, Idaho, and Montana.

And in addition to the fact that we can count the assistance of the time sharing network, we in Seattle, for instance, have at no additional cost -- it is a local call, so that the cost, if it does occur, occurs mainly at the National Library of Medicine for the maintenance and upkeep of the system.

THE CHAIRMAN: I was counting the whole thing.

MR. OPPENHEIMER: Oh, yes.

THE CHAIRMAN: Rather than just your local cost.

MR. OPPENHEIMER: Right, right.

THE CHAIRMAN: If you use it as a model in many ways -- it has developed -- that, I am sure, other information systems are going to want to use, the question is the cost effectiveness.

And I think, in the case of medical information, the social cost is faced and paid relatively easily, compared with recognizing the need for developing other types of information.

So one has to ask, how costly is it, if you are going to use it as a model for other systems, and is it forbiddingly expensive, if you are thinking of ordinary reference to the services of the general information system? Have I made my point?

MR. OPPENHEIMER: Yes, I believe so.

In order to answer in terms of cost effectiveness, really one would have to take into account some data which I do not have at hand, and this is the alternative method of supplying that same service, perhaps through a manual type of service --and this, I know we could not afford.

The number of searchers that we have been able to answer is phenomenally high, and to do this manually would have been totally impossible. It is not possible to get that kind of reference staff.

THE CHAIRMAN: Yes.

MR. OPPENHEIMER: So I would say that there really is no alternative.

In gross amounts, the cost may be high -- and again I don't have the figures for the National Library of Medicine budget, but it is high. And I think that this points again to the need to have coordination between this and other activities that may develop similarly, for instance, by the National Cancer Institute.

THE CHAIRMAN: Mr. Lorenz.

MR. LORENZ: Of the present total budget for your service, what is your estimate of how much of that is federal funds?

MR. OPPENHEIMER: Well, I am not certain that I quite understand.

The total budget of the regional medical library for the five states is roughly in the fifty thousand dollar category per year.

As I indicated, the M. E. D. L. I. N. E. service has been decentralized and in our case it has been taken up by the University of Washington, so that it is no longer a cost to the federal government. The person who does the searching -- which is the major cost -- has been borne by the University of Washington, the State --

MR. LORENZ: They are no longer getting any dollar grants from the National Library of Medicine?

MR. OPPENHEIMER: Yes, we do, but not for the M. E D. L. I. N. E. service.

We do get, our budget currently provides -- the largest outlay is for the interlibrary loan and document delivery -- if you prefer that term -- for consulting activities in the region, and for manual type of reference, plus an activity which one could describe as systems analysis. But the M. E. D. L. I. N. E. service has been discontinued as a regional -- as a regional federal responsibility.

We still have a backup person who is paid by the National Library of Medicine.

MR. LORENZ: So from what you say, it would be a relatively small percentage of federal funding --

MR. OPPENHEIMER: Right.

MR. LORENZ: To support your total service?

MR. OPPENHEIMER: You are speaking of M. E. D. L. I. N. E. now?

MR. LORENZ: Well, I am talking of the total service of your regional medical center.

MR. OPPENHEIMER: The total service that we provide in the region is primarily federal money.

MR. LORENZ: It is federal money? Primarily federal money?

MR. OPPENHEIMER: Yes, except that the University of Washington has undertaken to provide M. E. D. L. I. N. E. service for the State of Washington.

THE CHAIRMAN: How big is your region?

MR. OPPENHEIMER: Well, it includes the five states of the Pacific Northwest -- Alaska, Montana, Idaho, Oregon and Washington, and in terms of size it is considerable.. It is about -- just short of one million square miles and that is a lot of territory to cover.

THE CHAIRMAN: Yes.

MR. OPPENHEIMER: But it does only contain somewhat more than two per cent of the total health manpower of the nation.

MR. LORENZ: There is no charge for your service to doctors or hospitals or other institutions?

MR. OPPENHEIMER: That is correct.

MR. LORENZ: Free service?

MR. OPPENHEIMER: It is free service.

THE CHAIRMAN: Andy.

COLONEL AINES: You indicated that the cost of conversion to a manual system is just prohibitive?

MR. OPPENHEIMER: Yes.

COLONEL AINES: That was in answer to a question.

THE CHAIRMAN: It was not conversion. If it were --

COLONEL AINES: If they had to do that.

MR. OPPENHEIMER: If we had to deliver it manually.

COLONEL AINES: It is prohibitive?

MR. OPPENHEIMER: It is prohibitive, because -- and we did not do it before M. E. D. L. I. N. E. We did not provide manually what we can now do with M. E. D. L. I. N. E.

COLONEL AINES: All right, I am with you on that.

The question that I have really is:

Have you, at this stage of the game, been able to make any assessment of the value of the program that you are conducting? I know that it is a very difficult thing to do. If somebody said, "What good are you performing as a result of this?"

MR. OPPENHEIMER: We have had --

COLONEL AINES: Do you have any gross answers that you can give us?

MR. OPPENHEIMER: Are you speaking of the total regional medical library program?

COLONEL AINES: Yes.

MR. OPPENHEIMER: Not just M. E. D. L. I. N. E.?

COLONEL AINES: Yes.

MR. OPPENHEIMER: Well, we had originally thought that before we worked out operations for the 1967-1968, that in order to provide that service, we ought to conduct a kind of survey.

We were advised that there is no method really that could tell us, so we decided to go ahead and provide the service and evaluate as we can. Now this kind of an evaluation is mainly based on user satisfaction, and that is extremely high, but what it does not tell us, of course, really it does not view the system and point out. Neither does it tell us what the ultimate goal is, whether indeed the health of the nation is benefitted by having the service.

The practitioners that use the service actually are extremely satisfied with it, and you probably do know that the National Library of Medicine has announced that it would be happy to receive proposals for that kind of basic evaluation, and we have not undertaken this beyond occasionally testing user satisfaction. And that is, I think, satisfactorily high, and I think that it is evidenced by the kinds of depositions and testimony that our health practitioners could give us at the time that the federal funding is at stake.

COLONEL AINES: I might point out to you that Marty Cummings does have a problem in the sense that what I asked you was the question that O. M. B. asks him.

MR. OPPENHEIMER: Right.

COLONEL AINES: And any help that he could get from the field would be very, very well received.

MR. OPPENHEIMER: Yes, I know we had Dr. Schoolman, the Special Assistant to Dr. Cummings, out in our region a number of times and it is indeed a problem. But I don't think that we have a methodology which would really test it beyond, as I said, user satisfaction.

I am hopeful that a proposal will be forthcoming that will answer this question, in response to the request of the National Library of Medicine.

THE CHAIRMAN: Joe.

MR. BECKER: Jerry.

MR. OPPENHEIMER: Yes, how are you?

MR. BECKER: The medical library field is the only one on the national level that has had special legislation supporting it. And you have lived with the effects of it for the past five or six years.

Could you comment on the effect that the legislation has had on medical librarianship for your region or the country in general?

MR. OPPENHEIMER: Well, the effect that we notice locally is that, due to this legislation, I think that medical librarianship -- and I hope that it doesn't sound presumptuous -- has been able to lead the field in many, many ways, and particularly in the delivery of service, in a coordinated effort to provide services to the ultimate user, in terms of the mechanization of information storage and retrieval that has been possible.

And I really believe that it is a kind of example-- it may not be perfect but I think that it does lead the field. And due to this, at the present time, just locally we are able to provide "facticon" services, for instance. We have agreed to provide E. R. I. C. services, at a terminal that is quite easily capable of searchers, so the extension beyond the M. E. D. L. I. N. E. services that we have been given was very easy, and would not have been possible without the existence of M. E. D. L. I. N. E.

THE CHAIRMAN: Carlos, did you have a question?

DR. CUADRA: No, I think John had one.

THE CHAIRMAN: John.

MR. LORENZ: Have you been involved in the total Washington State planning for library improvement and might the research and development that you have done be of assistance to the total library development plan?

MR. OPPENHEIMER: Well, I don't know that my contribution will be of assistance, but I am a member of the Washington State Advisory Council on Libraries, and I believe you heard Jerry Brong this morning. I participated in the discussions, and one of my prime responsibilities, as I see it, is to interest the state government in the future, and, hopefully, the not too distant future, in the provision of services to the biomedical community as part of the state effort.

THE CHAIRMAN: Any other questions?

MR. LORENZ: Do you expect that you will become a center for the National Cancer Bureau information system?

MR. OPPENHEIMER: Well, we had hoped that this might occur.

I have been invited to Chair the Librarians' Section at the Airlie House Conference to develop plans for the International Cancer Research Data Bank, and I have been in touch with Dr. Raucher and his staff, at his invitation. So

I hope that if there are plans to develop in the National Cancer Institute -- that this will be part or coordinated at least with the regional medical library effort. And I hope that this is not only true of Seattle, but of the other regional medical libraries as well -- at least that is the recommendation that we made in the Buffalo meeting this month of the Association of American Cancer Institutes.

THE CHAIRMAN: Yes, Lou.

MR. LERNER: I really just want to clear something up in my mind, that you alluded to before.

And that is that you have M. E. D. L. I. N. E. operating, and I think you said before that you were using E. R. I. C., for example, but now you have the terminals available and you have the delivery system available.

MR. OPPENHEIMER: Yes.

MR. LERNER: And what you are saying is that because of that you can add additional data base transmission to that, utilizing the same terminal equipment?

MR. OPPENHEIMER: That is partly correct, yes.

What I meant was that we do have the terminal, in other words, the technical capability for our nodes in the network, is another capability we have, but in addition we have trained staffs who could easily be switched from M. E. D. L. I. N. E. to E. R. I. C., for example, in ten minutes. And we have a general climate of effecting this kind of service.

MR. LERNER: I was just looking upon that as a very broad basis.

MR. OPPENHEIMER: Yes.

MR. LERNER: Toward additional bases.

MR. OPPENHEIMER: Right.

MR. LERNER: In different types of areas.

MR. OPPENHEIMER: Yes, right, right.

THE CHAIRMAN: Well, if there are no further questions, thank you very much, Mr. Oppenheimer.

MR. OPPENHEIMER: Thank you.

THE CHAIRMAN: I think Mr. James Werner is next. Has Mr. Werner arrived yet?

Good, because if you are ready, we are. We will now hear how the lawyers contend with their information problems!

(Laughter.)

Whereupon

JAMES WERNER

was called as a witness, and was examined and testified as follows:

THE CHAIRMAN: Mr. Werner, would you identify yourself for the record, please?

MR. WERNER: My name is James Werner, Librarian of the San Diego County Law Library.

THE CHAIRMAN: We have your testimony and I think

I can say that we have all read it.

Now would you like to begin by commenting on it, or extending it, if you like? Or do you want us to start right in with our questions?

MR. WERNER: I would like to take a couple of minutes to add a few comments of some information that was not available at the time.

THE CHAIRMAN: Please do. Oh, yes, you mentioned that you had not had time to do a complete survey of your colleagues.

MR. WERNER: Yes.

THE CHAIRMAN: But now you have got a pretty nearly complete return, have you?

MR. WERNER: Well, the information that I have didn't come from the colleagues. I didn't get much further information than I had at the time that I submitted my testimony.

THE CHAIRMAN: I see.

MR. WERNER: But I have some other documents that I didn't include.

THE CHAIRMAN: Right. Well, take a few minutes then.

MR. WERNER: I will just read this -- it is fairly short:

In my written testimony, I suggested that the

County Law Libraries' budgets should be supplemented by income from boards of supervisors on a mandatory basis, so as to insure that every library, every county law library, would have a minimum annual income of $32,000.

I will give you a table which shows the income, book collections, and employees of the California county law libraries for 1970 to 1971. These are the latest published figures.

This table discloses that in 1970 and 1971, slightly more than seventy-five per cent of the county law libraries received less than $30,000, including the funds from their boards of supervisors. The same table reveals that over fifty percent of the county law libraries had less than ten thousand volumes, whereas the basic collection of the county law libraries recommended by the state law library in January of 1972 was nearly 13,000 volumes.

And to show that the suggested minimum of $32,000 per year for a county law library is not unrealistic, I mentioned that the state law library estimates that it costs about $11,000 a year to keep the basic collection up to date with supplements and continuations.

Finally, the table also shows that seventy-three -- over seventy-three per cent of the county law libraries had less than one full-time employee. The employees were working -- it was the second and third position for many of them. And this would substantiate my comment that funds are needed to provide adequate staffing of county law libraries, if they are to render the kind of service that their users have a right to expect.

I will also hand you a copy of an article by the former state law librarian which supplies some additional background on the history and condition of the county law libraries as of 1969. And from what I can tell, the position of the county law libraries has changed very little since that time.

As stated in the article, non-law libraries tend to expect the county law libraries to buy the legal publications that they don't want to spend their money on, and this places a financial burden on the smaller county law libraries that they are in no position to carry.

The result, of course, is that in such communities there is a scarcity of law books, and books must be borrowed from libraries elsewhere.

Who would I hand this to?

THE CHAIRMAN: Now how many counties are there in California?

MR. WERNER: There are fifty-eight.

THE CHAIRMAN: Fifty-eight. And since the filing fees which now support most of the county law libraries are inadequate, how much more money would it cost the state to meet your reasonable minimum $32,000 figure?

MR. WERNER: I am afraid I can't give you that. I could work backward from this figure that seventy-five per cent of the libraries have less than that, but I would have to look at that table and estimate how many -- how much each one was under that.

THE CHAIRMAN: Well, in any case, there would have to be additional money provided by the state, I presume?

MR. WERNER: Well, I suggested in my written remarks that the board of supervisors under the law are authorized to provide additional moneys when the fees are insufficient.

THE CHAIRMAN: Right.

MR. WERNER: And the problem is that it is a county to county situation where the trustees of each library must ask the board of supervisors for this additional money.

THE CHAIRMAN: Right.

MR. WERNER: And I would like to see it written into the law that the boards of supervisors are obligated to provide the difference to make the minimum that is necessary for an adequate, basic working library.

THE CHAIRMAN: And they get it from tax money?

MR. WERNER: They get it from the county tax money, right.

THE CHAIRMAN: Yes?

MR. STEVENS: I wonder if you were here to hear Miss or Mrs. Ginger talk about the Mickeljohn Civil Liberties Library information service?

MR. WERNER: No, I didn't get here until 4:00 o'clock.

MR. STEVENS: Well, are you familiar with the Civil Liberties Library information service?

MR. WERNER: Yes.

MR. STEVENS: And does your library or do other county libraries refer to it and use it? How do you feel about it as a user, if you are a user?

What support should it receive? And how should it get that kind of support?

MR. WERNER: Well, maybe I don't know as much about it as I should.

I know about the library and they do have -- the briefs, I believe, for civil liberties' cases. Our library, and certain other depository libraries, handle all of the briefs for California cases.

MR. STEVENS: I see.

MR. WERNER: So we could only look to them for briefs outside of California that our attorneys might want, and those are very seldom.

Briefs of the U. S. Supreme Court they are interested in, but we have those on microcards, or we borrow from the Los Angeles County Law Library.

THE CHAIRMAN: John.

MR. LORENZ: When you say a $32,000 minimum for a county law library, you are speaking of California libraries only, I presume?

MR. WERNER: Yes.

MR. LORENZ: Knowing what you do about the California State Legislature, what do you feel the effect of a recommendation from the National Commission to the California State Legislature would be along these lines?

MR. WERNER: It would be helpful and persuasive, but I don't know what the immediate effect would be with the present administration.

MR. LORENZ: What would be the final --

MR. WERNER: I should say that I am new in California and I am new in county law libraries.

MR. LORENZ: Yes.

MR. WERNER: But in the time that I have been here, I think it would be helpful to have a recommendation, but I can't say how soon the librarians and the boards of trustees could get it implemented as legislation.

MR. LORENZ: Has the California Law Library Association tried this route?

MR. WERNER: Not to my knowledge.

THE CHAIRMAN: Any other questions?

Bessie.

MRS. MOORE: I wanted to ask how extensively the county law libraries are used by the lawyer? What percentage of the lawyers use the law library, the county law libraries, in lieu of their own law collections that they have in their offices?

MR. WERNER: Well, I could only hazard a guess. We haven't started counting people coming in and out and it is hard to count the use of a law library because the circulation figures don't mean anything.

Most of the work is done in the library and we don't check books out, but we have people coming in and out. And my own observation is that you could probably say that maybe twenty per cent of the bar uses the library in the sense that they come and go, but more than that use it in that lawyers send their junior members to the library frequently to do their research for them. So the same person can come numerous times and one time he can be coming for himself and once for one of the partners.

MRS. MOORE: On the Advisory Commission, which preceded this Commission, we had a good deal of testimony from lawyers on the premise that a client was not well represented unless all of the lawyers had adequate library facilities.

MR. WERNER: Sure.

MRS. MOORE: And that, therefore, the Commission had some responsibility about trying to see that this -- that, at least, a minimum library was available to all lawyers. How do you feel about that?

MR. WERNER: I think that it is an accurate statement, and I think that it needs -- there needs to be an explanation why these law libraries have fared so poorly financially.

And in my own mind, I think that it is because the lawyers are very flexible people, and they manage to get along on whatever is at hand. And if it is necessary to go to the next county, they just go -- and they charge their clients for the costs. So, in the end, it is the clients who pay for the inadequate libraries.

THE CHAIRMAN: Lou.

MR. LERNER: Maybe this is -- is this concept of county law libraries funded in this manner true in other parts of the country?

MR. WERNER: It is true in quite a few states.

MR. LERNER: Not all of them?

MR. WERNER: Then there are some states that don't have any county law libraries.

MR. LERNER: At all?

MR. WERNER: That's right.

MR. LERNER: Yes.

MR. WERNER: They rely on bar association libraries that are paid for by fees of the bar, and those fees are paid for by litigants in serving cases. Washington has a similar setup.

THE CHAIRMAN: Chuck.

MR. STEVENS: I wonder if you would want to say anything about the current status of the indexing of law materials.

Is there anything that you think that the Commission ought to be doing along the lines of providing for secondary law searching services?

MR. WERNER: Well, the law is one of the best indexed fields, and has been for years. But it has always been a hardbound copy, and lawyers are used to working in that manner.

And until the cost could be less than the figures that I have seen, I don't think they feel a great need for using computers to do their searching. The index books are very good and the lawyers are trained to use them in law school.

Certainly a lot of time could be saved from some of the searches I have seen. Some of them that I have seen just don't get to the point that the lawyer is trying to get to, even using the very well indexed legal digests they get to digested cases that in many cases are not quite on the point that they are looking for, and if you use the terms that I have seen in the thesauruses for doing computer searches, I think it would require more terms than are often used in making searches.

Now I am no expert on using this. I am only looking at a few searches I have seen done by the "light" system, where they seem to me to come out with far more material than the attorney has time to even look through. But I think that if it were economically feasible, it would be something that the attorneys would like to use.

They are used to doing without it. And they are happy to get the books, or, in fact, copies of particular statutes or cases.

THE CHAIRMAN: Any other questions from anybody?

MR. STEVENS: Could I start and try one?

THE CHAIRMAN: One more.

MR. STEVENS: One more question:

Do you see any linkage between the problems of deterioration that we were talking about with Dr. Smith and law library materials? They are heavily used and I know some of them get older and the older ones still get used. Do you see any needs in law libraries for thinking about preserving county collections, for example, in deacidification?

MR. WERNER: Well, so many of the sets get republished by the legal publishers, even though they go back to the beginning of the Republic -- you can still buy complete sets that start with Volume One of the U. S. Reports.

MR. STEVENS: So it is no problem?

MR. WERNER: I don't think it is a problem at this point on the standard research materials. In local materials it might be.

There is not as good access as there ought to be to, say, the Attorney General's Opinions of California.

MR. VELDE: Do you ever get any calls for extra copies from the penal institutions?

(Laughter.)

MR. WERNER: Copies of cases?

MR. VELDE: No, copies of law books.

MR. WERNER: Oh, yes. The librarians are quite interested in furthering the development of the law libraries in institutions, and we have committees working on it.

MR. VELDE: We heard --

MR. WERNER: Oh, you did?

THE CHAIRMAN: We heard earlier from a librarian at Montana State Prison, and he said there was a great need for law and legal materials.

MR. WERNER: I just saw today an order from the court in the case of Gilmore versus Lynch, where the court has stated what law books there must be in all of the prison libraries in California. It is quite a good basic collection really.

THE CHAIRMAN: You think it is an adequate piece of legislation that does the job? I don't think he would agree with you.

MR. WERNER: This is a court order.

THE CHAIRMAN: Yes.

MR. WERNER: Rather than legislation -- that is being implemented through the Corrections Department.

THE CHAIRMAN: Yes.

MR. WERNER: Under order of the federal court, and what they have done is to change their rules to include these books that I think are adequate for a minimum prison law library.

MR. LERNER: Can the public use your library?

MR. WERNER: Yes, they can use it, but we do not circulate books to them, because so many of them -- they are reference books and need to be there. Where we have duplicate copies we circulate them to attorneys but not direct to the public.

THE CHAIRMAN: Well, I think we have come to the end of the witnesses at any rate, and I want to thank you, Mr. Werner.

MR. WERNER: Thank you.

THE CHAIRMAN: And I want to thank all of you for sitting with us for such a long time, and say good-by to you all.

MR. STEVENS: Excuse me, could we have the Commission members' attention for just a moment? Mary Alice, do you want to tell them where we meet tomorrow?

THE CHAIRMAN: Will the Commission members -- Mary Alice is going to tell us what we do tomorrow.

MRS. RESZETAR: Nine o'clock tomorrow morning in the Bank of American Trust Department Conference Room.

(Whereupon, at 4:50 o'clock, p. m., the hearing was concluded.)